

FSD1135

Sociobarometer 2000

Codebook



FINNISH SOCIAL SCIENCE DATA ARCHIVE

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This codebook has been generated from the version 1.0 (7.2.2002) of the data.

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To the reader

This codebook is part of the data FSD1135 archived at the FSD (Finnish Social Science Data Archive). The dataset has been described in as much detail as possible in Finnish and English. Variable frequencies, variable and value labels, and missing values have been checked. If necessary, the data have been anonymised. The data and its creators shall be cited in all publications and presentations for which the data have been used. The bibliographic citation may be in the form suggested by the archive or in the form required by the publication. The bibliographic citation suggested by the archive:

Finnish Federation for Social Welfare and Health (STKL): Sociobarometer 2000 [dataset]. Version 1.0 (2002-02-07). Finnish Social Science Data Archive [distributor]. <http://urn.fi/urn:nbn:fi:fsd:T-FSD1135>

The user shall notify the archive of all publications where she or he has used the data. The original data creators and the archive bear no responsibility for any results or interpretations arising from the reuse of the data.

The codebook contains information on data content, structure and data collection, and includes a list of publications wholly or in part based on the data, according to publication information received by the FSD. The second part of the codebook contains information on variables: question texts, response options, and frequencies. The third part contains indexes.

Variable distributions presented in this codebook have been generated from the SPSS files. Distribution tables present variable values, frequencies (n), frequency percentages (%), and valid percentages (v. %) which take into account missing data. All distributions are unweighted. If the data contain weight variables, these will be found at the end of the variables list. In some cases frequency distributions have been substituted by descriptive statistics. Categorised responses to open-ended questions are not always included in the codebook. Distributions may contain missing data. The note "System missing (SYSMIS)" refers to missing observations (e.g. a respondent has not answered all questions) whereas "Missing (User missing)" refers to data the user has defined as missing. For example, the user may decide to code answer alternatives 'don't want to say' or 'can't say' as missing data.

The codebook may contain attached files, the most common one being the questionnaire.

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Chapter 1

Study description

1.1 Titles

Titles and data version: Sociobarometer 2000

Titles and data version in Finnish: Sosiaalibarometri 2000

This codebook has been generated from the version 1.0 (7.2.2002) of the data.

1.2 Subject description

Authoring entity

Finnish Federation for Social Welfare and Health (STKL)

Copyright statement for the data

According to the agreement between FSD and the depositor.

Depositor

Finnish Federation for Social Welfare and Health

Date of deposit

30.5.2001

Keywords

employment policy; health services; informal sector; medical centres; organizations; public health; social justice; social policy; social security; social services; social work; welfare pol-

1. Study description

icy; welfare services

Topic Classification

Fields of Science Classification: social sciences

CESSDA Classification: social welfare policy; social welfare systems/structures; specific social services: use and availability

Series description

The data belong to the series:

Sociobarometers

Sociobarometers, compiled by SOSTE Finnish Society for Social and Health (previously the Finnish Federation for Social Welfare and Health), have been carried out annually since 1991. Various service providers (e.g. local social services, health care centres, employment offices, Social Insurance Institution authorities) evaluate the state of services and changes in welfare of citizens. Some current social policy themes are also included. The FSD collections cover data from 1994.

Abstract

The respondents included executives of municipal social services, health centres, employment offices, health and social organisations, and the local offices of the Social Insurance Institution. The executives assessed the well-being of their customers, as well as the well-being and social security of different population groups (e.g. the unemployed, the re-constituted families). They also evaluated the adequacy of the different social benefits (sickness benefit, subsistence subsidy, etc). The respondents assessed the role of various operators (family, organisations, municipality) as producers of help and support. The functionality of services was monitored, as were the changes in the services provided by the municipalities, the Social Insurance Institution, employment administration, and the private sector. The significance of the informal sector was also canvassed.

The respondents were asked to evaluate the socio-economic situation of municipalities, and whether it was possible to ensure the necessary services with the present resources. Workforce adequacy and competence development were canvassed. The respondents evaluated what kind of impact the social and health policy has on the well-being of the customers. They furthermore monitored how well the social justice and legal protection are realised, and whether there is enough legal aid available. The executives representing health and social organisations answered questions on their area of operation, units, regional scope, funding, foci, and the importance of the various forms of activity (rehabilitation, medical treatment, etc.).

Background variables included the respondent's occupational position or title, and regional variables.

1.3 Structure and collection of the data

Country: Finland

Geographic coverage: Finland

Analysis or observation unit type: Organization

Universe: Municipal social services, health centres, employment offices, health and social organisations, local offices of the Social Insurance Institution, excluding the Åland Islands

Collection date: December 1999 – January 2000

Data collector(s): Finnish Federation for Social Welfare and Health

Data producer(s): Finnish Federation for Social Welfare and Health

Mode of data collection: Self-administered questionnaire: Paper

Type of research instrument: Structured questionnaire

Time period covered: 1999

Time method of the data collection: Longitudinal: Trend/Repeated cross-section

Response rate: 63%

Number of variables and cases: The data contain 282 variables and 834 cases.

Sampling procedure: Total universe/Complete enumeration

The Sociobarometer 2000 questionnaire was sent to all Finnish municipalities (the Åland Islands excluded). Each municipal social services office received one questionnaire. Employment centres and the local offices of the Finnish Insurance Institution were limited to "full service" outlets. The health centre questionnaire was sent to those centres that were regarded as separate administrative units. The organisational questionnaire was received by members of the central associations of the social services and health sector.

1.4 Use of data

Data appraisal

Variables identifying municipality and organisation have been removed from the data. Responses to open-ended questions are missing.

Regional variables have been added to the original data.

Related publications

Eronen, A. & Kinnunen, P. & Tiermas, P. & Wikman, M. (2000). *Sosiaalibarometri 2000: hyvinvointipalvelujen tuottajien ajankohtainen tilanne ja näkemys kansalaisten hyvinvoinnista*. Helsinki: Sosiaali- ja terveysturvan keskusliitto.

Kataja, Mika (2008). *Hyvinvointipluralismi kuntalaisten avun ja tuen tuottamisessa: tarkastelussa kuntien sosiaalijohtajien käsitykset*. Vaasa: Vaasan yliopisto. Hallintotieteen (julkisjohtaminen)

1. Study description

pro gradu -tutkielma.

Koberg, Pirjo (2004): Suomalainen hyvinvointi: tutkimus hyvinvointipalvelujen tilanteesta ja kansalaisten hyvinvoinnista sosiaalibarometrien mukaan vuosina 1996 - 2001. Rovaniemi: Lapin yliopisto. Sosiaalityön laitos. Pro gradu -tutkielma.

Rönnberg, Leif (2002). Sosiaalibarometrin kehitys: Tuntosarvista tutkimukseksi. Sosiaali- ja terveystieteiden tutkimus 2002(2), 17-18.

Updated list of publications in the study description at

https://services.fsd.uta.fi/catalogue/FSD1135?lang=en&study_language=en

Location of the data collection

Finnish Social Science Data Archive

Weighting

There are no weight variables in the data.

Special Permissions

Users of the data shall send the Suomen sosiaali ja terveys ry (SOSTE) a copy of all reports, theses, articles, other publications or material based on or using the data. If printed, to the mail address: SOSTE Suomen sosiaali ja terveys ry, Tutkimus, Yliopistonkatu 5, 00100 HELSINKI, FINLAND. If electronic, to the e-mail address: tutkimus@soste.fi.

Restrictions

The dataset is (C) available for research only (including e.g. Master's, licentiate and doctoral theses).

Chapter 2

Variables

[FSD_NO] FSD study number

Question

FSD study number

Descriptive statistics

statistic	value
number of valid cases	834
minimum	1135.00
maximum	1135.00
mean	1135.00
standard deviation	0.00

[FSD_VR] FSD edition number

Question

FSD edition number

Descriptive statistics

statistic	value
number of valid cases	834
minimum	1.00
maximum	1.00
mean	1.00
standard deviation	0.00

[FSD_PRO] FSD processing level**Question**

Detailed and specific data description in Finnish and English. Variable frequencies, filter variables, variable and value labels, and missing values are checked. If necessary, the data are anonymised.

Frequencies

label	value	n	%	v. %
A (see codebook)	1	834	100.0	100.0
B (see codebook)	2	0	0.0	0.0
C (data have not been checked at FSD)	3	0	0.0	0.0
		834	100.0	100.0

[FSD_ID] FSD case id**Question**

FSD case id

Descriptive statistics

statistic	value
number of valid cases	834
minimum	1.00
maximum	834.00
mean	417.50
standard deviation	240.90

[VUOSI] Year of study**Question**

Year of study

Frequencies

label	value	n	%	v. %
2000	20	834	100.0	100.0
		834	100.0	100.0

[LOMAKE] Respondent organisation**Question***Respondent organisation***Frequencies**

label	value	n	%	v. %
social services department of a municipality	1	299	35.9	35.9
local office of the Social Insurance Institution	2	167	20.0	20.0
employment office	3	91	10.9	10.9
voluntary organisation focusing on social welfare and health	4	106	12.7	12.7
municipal health centre	5	171	20.5	20.5
		834	100.0	100.0

[BV3A] Respondents' official position or job title (social services department)**Question***Respondents' official position or job title (social services department)***Frequencies**

label	value	n	%	v. %
member of office management group	1	29	3.5	10.0
director of social services or equivalent	2	175	21.0	60.3
director of social and health services or equivalent	3	33	4.0	11.4
social services secretary, social worker, department head	4	32	3.8	11.0
other	5	7	0.8	2.4
several respondents	6	14	1.7	4.8
System missing (SYSMIS)	.	544	65.2	–
		834	100.0	100.0

[BV3B] Respondents' official position or job title (local office of the Social Insurance Institution)**Question***Respondents' official position or job title (local office of the Social Insurance Institution)*

Frequencies

label	value	n	%	v. %
member of office management group	1	9	1.1	5.4
local manager	2	90	10.8	53.9
office manager	3	55	6.6	32.9
several respondents	4	9	1.1	5.4
other	5	4	0.5	2.4
System missing (SYSMIS)	.	667	80.0	–
		834	100.0	100.0

[BV3C] Respondents' official position or job title (employment office)**Question**

Respondents' official position or job title (employment office)

Frequencies

label	value	n	%	v. %
member of office management group	1	9	1.1	10.0
office manager	2	54	6.5	60.0
office manager	3	5	0.6	5.6
deputy office manager	4	2	0.2	2.2
senior employment counsellor	5	14	1.7	15.6
other	6	2	0.2	2.2
several respondents	7	4	0.5	4.4
System missing (SYSMIS)	.	744	89.2	–
		834	100.0	100.0

[BV3D] Respondents' job title (voluntary organisation)**Question**

Respondents' job title (voluntary organisation)

Frequencies

label	value	n	%	v. %
member of management group	1	11	1.3	10.5
executive manager, office manager, secretary-general	2	72	8.6	68.6
financial manager	3	3	0.4	2.9

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label	value	n	%	v. %
organisation secretary, secretary	4	8	1.0	7.6
chair of executive committee	5	5	0.6	4.8
other	6	4	0.5	3.8
several respondents	7	2	0.2	1.9
System missing (SYSMIS)	.	729	87.4	–
		834	100.0	100.0

[BV3E] Respondents' official position or job title (municipal health centre)**Question***Respondents' official position or job title (municipal health centre)***Frequencies**

label	value	n	%	v. %
member of management group	1	13	1.6	7.7
medical director, chief physician, clinical director	2	128	15.3	75.7
senior nursing officer, senior nurse	3	10	1.2	5.9
other	4	9	1.1	5.3
several respondents	5	9	1.1	5.3
System missing (SYSMIS)	.	665	79.7	–
		834	100.0	100.0

[Q1] Estimate the general wellbeing among people in the municipality/service users/target group**Question***Estimate the general wellbeing among people in the municipality/service users/target group***Frequencies**

label	value	n	%	v. %
poor	1	6	0.7	0.7
	2	83	10.0	10.0
	3	374	44.8	45.3
	4	355	42.6	43.0
good	5	8	1.0	1.0

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2. Variables

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label	value	n	%	v. %
System missing (SYSMIS)	.	8	1.0	–
		834	100.0	100.0

[Q2_1] Estimation of general security among people in the municipality/area of operation/target group

Question

Estimation of general security among people in the municipality/area of operation/target group

Frequencies

label	value	n	%	v. %
poor	1	8	1.0	1.0
	2	61	7.3	7.4
	3	166	19.9	20.0
	4	463	55.5	55.9
good	5	131	15.7	15.8
System missing (SYSMIS)	.	5	0.6	–
		834	100.0	100.0

[Q2_2] Estimation of financial security among people in the municipality/area of operation/target group

Question

Estimation of financial security among people in the municipality/area of operation/target group

Frequencies

label	value	n	%	v. %
poor	1	20	2.4	2.4
	2	134	16.1	16.1
	3	389	46.6	46.9
	4	282	33.8	34.0
good	5	5	0.6	0.6
System missing (SYSMIS)	.	4	0.5	–
		834	100.0	100.0

[Q2_3] Estimation of social security among people in the municipality/area of operation/target group

Question

Estimation of social security among people in the municipality/area of operation/target group

Frequencies

label	value	n	%	v. %
poor	1	11	1.3	1.3
	2	91	10.9	11.0
	3	353	42.3	42.5
	4	355	42.6	42.8
good	5	20	2.4	2.4
System missing (SYSMIS)	.	4	0.5	–
		834	100.0	100.0

[Q4_1] Wellbeing and social security among different population groups in the municipality/area of operation/country: Stage of life - children

Question

Wellbeing and social security among different population groups in the municipality/area of operation/country: Stage of life - children

Frequencies

label	value	n	%	v. %
poor	1	2	0.2	0.2
	2	49	5.9	6.0
	3	166	19.9	20.3
	4	494	59.2	60.3
good	5	108	12.9	13.2
System missing (SYSMIS)	.	15	1.8	–
		834	100.0	100.0

[Q4_2] Wellbeing and social security among different population groups in the municipality/area of operation/country: Stage of life - young people

Question

Wellbeing and social security among different population groups in the municipality/area of operation/country: Stage of life - young people

Frequencies

label	value	n	%	v. %
poor	1	6	0.7	0.7
	2	135	16.2	16.4
	3	349	41.8	42.5
	4	312	37.4	38.0
good	5	19	2.3	2.3
System missing (SYSMIS)	.	13	1.6	–
		834	100.0	100.0

[Q4_3] Wellbeing and social security among different population groups in the municipality/area of operation/country: Stage of life - young adults (18-29-year-olds)

Question

Wellbeing and social security among different population groups in the municipality/area of operation/country: Stage of life - young adults (18-29-year-olds)

Frequencies

label	value	n	%	v. %
poor	1	10	1.2	1.2
	2	151	18.1	18.4
	3	420	50.4	51.3
	4	226	27.1	27.6
good	5	12	1.4	1.5
System missing (SYSMIS)	.	15	1.8	–
		834	100.0	100.0

[Q4_4] Wellbeing and social security among different population groups in the municipality/area of operation/country: Stage of life - the middle-aged (30-49-year-olds)

Question

Wellbeing and social security among different population groups in the municipality/area of operation/country: Stage of life - the middle-aged (30-49-year-olds)

Frequencies

label	value	n	%	v. %
poor	1	1	0.1	0.1
	2	29	3.5	3.5
	3	266	31.9	32.5
	4	478	57.3	58.4
good	5	44	5.3	5.4
System missing (SYSMIS)	.	16	1.9	–
		834	100.0	100.0

[Q4_5] Wellbeing and social security among different population groups in the municipality/area of operation/country: Stage of life - the middle-aged (50-64-year-olds)

Question

Wellbeing and social security among different population groups in the municipality/area of operation/country: Stage of life - the middle-aged (50-64-year-olds)

Frequencies

label	value	n	%	v. %
poor	1	1	0.1	0.1
	2	37	4.4	4.5
	3	270	32.4	33.1
	4	443	53.1	54.4
good	5	64	7.7	7.9
System missing (SYSMIS)	.	19	2.3	–
		834	100.0	100.0

[Q4_6] Wellbeing and social security among different population groups in the municipality/area of operation/country: Stage of life - the elderly (65-74-year-olds)

Question

Wellbeing and social security among different population groups in the municipality/area of operation/country: Stage of life - the elderly (65-74-year-olds)

Frequencies

label	value	n	%	v. %
poor	1	0	0.0	0.0

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2. Variables

(cont. from previous page)

label	value	n	%	v. %
	2	44	5.3	5.4
	3	194	23.3	23.7
	4	482	57.8	58.8
good	5	100	12.0	12.2
System missing (SYSMIS)	.	14	1.7	–
		834	100.0	100.0

[Q4_7] Wellbeing and social security among different population groups in the municipality/area of operation/country: Stage of life - the aged (over 74-year-olds)

Question

Wellbeing and social security among different population groups in the municipality/area of operation/country: Stage of life - the aged (over 74-year-olds)

Frequencies

label	value	n	%	v. %
poor	1	4	0.5	0.5
	2	92	11.0	11.2
	3	242	29.0	29.5
	4	403	48.3	49.1
good	5	80	9.6	9.7
System missing (SYSMIS)	.	13	1.6	–
		834	100.0	100.0

[Q4_8] Wellbeing and social security among different population groups in the municipality/area of operation/country: Families with children - nuclear families

Question

Wellbeing and social security among different population groups in the municipality/area of operation/country: Families with children - nuclear families

Frequencies

label	value	n	%	v. %
poor	1	0	0.0	0.0
	2	23	2.8	2.8
	3	237	28.4	29.1
	4	490	58.8	60.1
good	5	65	7.8	8.0
System missing (SYSMIS)	.	19	2.3	–
		834	100.0	100.0

[Q4_9] Wellbeing and social security among different population groups in the municipality/area of operation/country: Families with children - single parent families

Question

Wellbeing and social security among different population groups in the municipality/area of operation/country: Families with children - single parent families

Frequencies

label	value	n	%	v. %
poor	1	15	1.8	1.8
	2	216	25.9	26.5
	3	436	52.3	53.5
	4	142	17.0	17.4
good	5	6	0.7	0.7
System missing (SYSMIS)	.	19	2.3	–
		834	100.0	100.0

[Q4_10] Wellbeing and social security among different population groups in the municipality/area of operation/country: Families with children - re-constituted families

Question

Wellbeing and social security among different population groups in the municipality/area of operation/country: Families with children - reconstituted families

Frequencies

label	value	n	%	v. %
poor	1	2	0.2	0.2

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2. Variables

(cont. from previous page)

label	value	n	%	v. %
	2	98	11.8	12.1
	3	431	51.7	53.1
	4	268	32.1	33.0
good	5	12	1.4	1.5
System missing (SYSMIS)	.	23	2.8	–
		834	100.0	100.0

[Q4_11] Wellbeing and social security among different population groups in the municipality/area of operation/country: Employment status - people in secure jobs

Question

Wellbeing and social security among different population groups in the municipality/area of operation/country: Employment status - people in secure jobs

Frequencies

label	value	n	%	v. %
poor	1	0	0.0	0.0
	2	6	0.7	0.7
	3	33	4.0	4.0
	4	413	49.5	50.3
good	5	369	44.2	44.9
System missing (SYSMIS)	.	13	1.6	–
		834	100.0	100.0

[Q4_12] Wellbeing and social security among different population groups in the municipality/area of operation/country: Employment status - people in insecure jobs

Question

Wellbeing and social security among different population groups in the municipality/area of operation/country: Employment status - people in insecure jobs

Frequencies

label	value	n	%	v. %
poor	1	13	1.6	1.6
	2	227	27.2	27.7
	3	446	53.5	54.4
	4	133	15.9	16.2
good	5	1	0.1	0.1
System missing (SYSMIS)	.	14	1.7	–
		834	100.0	100.0

[Q4_13] Wellbeing and social security among different population groups in the municipality/area of operation/country: Employment status - long-term unemployed

Question

Wellbeing and social security among different population groups in the municipality/area of operation/country: Employment status - long-term unemployed

Frequencies

label	value	n	%	v. %
poor	1	300	36.0	36.5
	2	416	49.9	50.6
	3	100	12.0	12.2
	4	6	0.7	0.7
good	5	0	0.0	0.0
System missing (SYSMIS)	.	12	1.4	–
		834	100.0	100.0

[Q4_14] Wellbeing and social security among different population groups in the municipality/area of operation/country: Local environment - people living in the centre of a city/municipality

Question

Wellbeing and social security among different population groups in the municipality/area of operation/country: Local environment - people living in the centre of a city/municipality

Frequencies

label	value	n	%	v. %
poor	1	0	0.0	0.0

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2. Variables

(cont. from previous page)

label	value	n	%	v. %
	2	14	1.7	1.8
	3	228	27.3	28.9
	4	484	58.0	61.3
good	5	64	7.7	8.1
System missing (SYSMIS)	.	44	5.3	–
		834	100.0	100.0

[Q4_15] Wellbeing and social security among different population groups in the municipality/area of operation/country: Local environment - people living in suburbs

Question

Wellbeing and social security among different population groups in the municipality/area of operation/country: Local environment - people living in suburbs

Frequencies

label	value	n	%	v. %
poor	1	2	0.2	0.3
	2	48	5.8	7.4
	3	260	31.2	40.2
	4	303	36.3	46.9
good	5	33	4.0	5.1
System missing (SYSMIS)	.	188	22.5	–
		834	100.0	100.0

[Q4_16] Wellbeing and social security among different population groups in the municipality/area of operation/country: Local environment - people living in rural communities

Question

Wellbeing and social security among different population groups in the municipality/area of operation/country: Local environment - people living in rural communities

Frequencies

label	value	n	%	v. %
poor	1	3	0.4	0.4
	2	41	4.9	5.5
	3	305	36.6	41.2
	4	366	43.9	49.5
good	5	25	3.0	3.4
System missing (SYSMIS)	.	94	11.3	–
		834	100.0	100.0

[Q4_17] Wellbeing and social security among different population groups in the municipality/area of operation/country: Local environment - people living in sparsely populated areas

Question

Wellbeing and social security among different population groups in the municipality/area of operation/country: Local environment - people living in sparsely populated areas

Frequencies

label	value	n	%	v. %
poor	1	20	2.4	2.5
	2	151	18.1	18.7
	3	327	39.2	40.6
	4	289	34.7	35.9
good	5	19	2.3	2.4
System missing (SYSMIS)	.	28	3.4	–
		834	100.0	100.0

[Q4_18] Wellbeing and social security among different population groups in the municipality/area of operation/country: Other groups - students

Question

Wellbeing and social security among different population groups in the municipality/area of operation/country: Other groups - students

Frequencies

label	value	n	%	v. %
poor	1	10	1.2	1.2
	2	140	16.8	17.2

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2. Variables

(cont. from previous page)

label	value	n	%	v. %
	3	362	43.4	44.5
	4	287	34.4	35.3
good	5	15	1.8	1.8
System missing (SYSMIS)	.	20	2.4	–
		834	100.0	100.0

[Q4_19] Wellbeing and social security among different population groups in the municipality/area of operation/country: Other groups - pensioners

Question

Wellbeing and social security among different population groups in the municipality/area of operation/country: Other groups - pensioners

Frequencies

label	value	n	%	v. %
poor	1	2	0.2	0.2
	2	47	5.6	5.7
	3	206	24.7	25.1
	4	488	58.5	59.5
good	5	77	9.2	9.4
System missing (SYSMIS)	.	14	1.7	–
		834	100.0	100.0

[Q4_20] Wellbeing and social security among different population groups in the municipality/area of operation/country: Other groups - chronically ill persons

Question

Wellbeing and social security among different population groups in the municipality/area of operation/country: Other groups - chronically ill persons

Frequencies

label	value	n	%	v. %
poor	1	38	4.6	4.6
	2	245	29.4	29.9

(continued on next page)

(cont. from previous page)

label	value	n	%	v. %
	3	353	42.3	43.1
	4	169	20.3	20.6
good	5	14	1.7	1.7
System missing (SYSMIS)	.	15	1.8	–
		834	100.0	100.0

[Q4_21] Wellbeing and social security among different population groups in the municipality/area of operation/country: Other groups - slightly disabled persons

Question

Wellbeing and social security among different population groups in the municipality/area of operation/country: Other groups - slightly disabled persons

Frequencies

label	value	n	%	v. %
poor	1	8	1.0	1.0
	2	111	13.3	13.6
	3	424	50.8	51.8
	4	259	31.1	31.6
good	5	17	2.0	2.1
System missing (SYSMIS)	.	15	1.8	–
		834	100.0	100.0

[Q4_22] Wellbeing and social security among different population groups in the municipality/area of operation/country: Other groups - severely disabled persons

Question

Wellbeing and social security among different population groups in the municipality/area of operation/country: Other groups - severely disabled persons

Frequencies

label	value	n	%	v. %
poor	1	32	3.8	3.9

(continued on next page)

2. Variables

(cont. from previous page)

label	value	n	%	v. %
	2	164	19.7	20.0
	3	360	43.2	44.0
	4	243	29.1	29.7
good	5	20	2.4	2.4
System missing (SYSMIS)	.	15	1.8	–
		834	100.0	100.0

[Q4_23] Wellbeing and social security among different population groups in the municipality/area of operation/country: Other groups - people with mental problems

Question

Wellbeing and social security among different population groups in the municipality/area of operation/country: Other groups - people with mental problems

Frequencies

label	value	n	%	v. %
poor	1	117	14.0	14.3
	2	359	43.0	43.7
	3	279	33.5	34.0
	4	62	7.4	7.6
good	5	4	0.5	0.5
System missing (SYSMIS)	.	13	1.6	–
		834	100.0	100.0

[Q4_24] Wellbeing and social security among different population groups in the municipality/area of operation/country: Other groups - persons with substance misuse problems

Question

Wellbeing and social security among different population groups in the municipality/area of operation/country: Other groups - persons with substance misuse problems

Frequencies

label	value	n	%	v. %
poor	1	180	21.6	21.9
	2	401	48.1	48.8
	3	202	24.2	24.6
	4	37	4.4	4.5
good	5	1	0.1	0.1
System missing (SYSMIS)	.	13	1.6	–
		834	100.0	100.0

[Q5_1] Adequacy of social benefits: During sickness - sickness allowance/benefit

Question

Adequacy of social benefits: During sickness - sickness allowance/benefit

Frequencies

label	value	n	%	v. %
Inadequate	1	36	4.3	4.4
	2	165	19.8	20.2
	3	398	47.7	48.7
	4	201	24.1	24.6
Adequate	5	18	2.2	2.2
System missing (SYSMIS)	.	16	1.9	–
		834	100.0	100.0

[Q5_2] Adequacy of social benefits: During sickness - reimbursement of medical costs

Question

Adequacy of social benefits: During sickness - reimbursement of medical costs

Frequencies

label	value	n	%	v. %
Inadequate	1	41	4.9	5.0
	2	249	29.9	30.4
	3	371	44.5	45.3
	4	146	17.5	17.8
Adequate	5	12	1.4	1.5
System missing (SYSMIS)	.	15	1.8	–

(continued on next page)

2. Variables

(cont. from previous page)

label	value	n	%	v. %
		834	100.0	100.0

[Q5_3] Adequacy of social benefits: During sickness - rehabilitation benefit/allowance

Question

Adequacy of social benefits: During sickness - rehabilitation benefit/allowance

Frequencies

label	value	n	%	v. %
Inadequate	1	16	1.9	2.0
	2	121	14.5	14.8
	3	423	50.7	51.9
	4	238	28.5	29.2
Adequate	5	17	2.0	2.1
System missing (SYSMIS)	.	19	2.3	–
		834	100.0	100.0

[Q5_4] Adequacy of social benefits: During unemployment - basic unemployment allowance

Question

Adequacy of social benefits: During unemployment - basic unemployment allowance

Frequencies

label	value	n	%	v. %
Inadequate	1	208	24.9	25.2
	2	398	47.7	48.2
	3	191	22.9	23.1
	4	25	3.0	3.0
Adequate	5	4	0.5	0.5
System missing (SYSMIS)	.	8	1.0	–
		834	100.0	100.0

[Q5_5] Adequacy of social benefits: During unemployment - earnings-related unemployment allowance

Question

Adequacy of social benefits: During unemployment - earnings-related unemployment allowance

Frequencies

label	value	n	%	v. %
Inadequate	1	4	0.5	0.5
	2	31	3.7	3.8
	3	332	39.8	40.3
	4	415	49.8	50.4
Adequate	5	42	5.0	5.1
System missing (SYSMIS)	.	10	1.2	–
		834	100.0	100.0

[Q5_6] Adequacy of social benefits: During unemployment - labour market subsidy/benefit

Question

Adequacy of social benefits: During unemployment - labour market subsidy/benefit

Frequencies

label	value	n	%	v. %
Inadequate	1	197	23.6	23.9
	2	382	45.8	46.4
	3	201	24.1	24.4
	4	40	4.8	4.9
Adequate	5	4	0.5	0.5
System missing (SYSMIS)	.	10	1.2	–
		834	100.0	100.0

[Q5_7] Adequacy of social benefits: During unemployment - training subsidy

Question

Adequacy of social benefits: During unemployment - training subsidy

2. Variables

Frequencies

label	value	n	%	v. %
Inadequate	1	48	5.8	5.8
	2	268	32.1	32.6
	3	409	49.0	49.8
	4	89	10.7	10.8
Adequate	5	7	0.8	0.9
System missing (SYSMIS)	.	13	1.6	–
		834	100.0	100.0

[Q5_8] Adequacy of social benefits: Pensions - basic state pension/Finnish national pension

Question

Adequacy of social benefits: Pensions - basic state pension/Finnish national pension

Frequencies

label	value	n	%	v. %
Inadequate	1	76	9.1	9.3
	2	321	38.5	39.1
	3	336	40.3	40.9
	4	79	9.5	9.6
Adequate	5	9	1.1	1.1
System missing (SYSMIS)	.	13	1.6	–
		834	100.0	100.0

[Q5_9] Adequacy of social benefits: Pensions - earnings-related pension

Question

Adequacy of social benefits: Pensions - earnings-related pension

Frequencies

label	value	n	%	v. %
Inadequate	1	3	0.4	0.4
	2	25	3.0	3.0
	3	258	30.9	31.3
	4	476	57.1	57.8

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(cont. from previous page)

label	value	n	%	v. %
Adequate	5	61	7.3	7.4
System missing (SYSMIS)	.	11	1.3	–
		834	100.0	100.0

[Q5_10] Adequacy of social benefits: Benefits for families - child benefits/family allowances

Question

Adequacy of social benefits: Benefits for families - child benefits/family allowances

Frequencies

label	value	n	%	v. %
Inadequate	1	4	0.5	0.5
	2	56	6.7	6.8
	3	336	40.3	40.8
	4	369	44.2	44.8
Adequate	5	59	7.1	7.2
System missing (SYSMIS)	.	10	1.2	–
		834	100.0	100.0

[Q5_11] Adequacy of social benefits: Benefits for families - child home care allowance

Question

Adequacy of social benefits: Benefits for families - child home care allowance

Frequencies

label	value	n	%	v. %
Inadequate	1	12	1.4	1.5
	2	138	16.5	16.8
	3	350	42.0	42.6
	4	281	33.7	34.2
Adequate	5	41	4.9	5.0
System missing (SYSMIS)	.	12	1.4	–
		834	100.0	100.0

[Q5_12] Adequacy of social benefits: Benefits for families - voluntary care allowance/support for informal care (allowance granted to a care giving relative)

Question

Adequacy of social benefits: Benefits for families - voluntary care allowance/support for informal care (allowance granted to a care giving relative)

Frequencies

label	value	n	%	v. %
Inadequate	1	72	8.6	8.8
	2	320	38.4	39.1
	3	318	38.1	38.9
	4	98	11.8	12.0
Adequate	5	10	1.2	1.2
System missing (SYSMIS)	.	16	1.9	–
		834	100.0	100.0

[Q5_13] Adequacy of social benefits: Benefits for families - general housing allowance

Question

Adequacy of social benefits: Benefits for families - general housing allowance

Frequencies

label	value	n	%	v. %
Inadequate	1	8	1.0	1.0
	2	99	11.9	12.0
	3	419	50.2	51.0
	4	281	33.7	34.2
Adequate	5	15	1.8	1.8
System missing (SYSMIS)	.	12	1.4	–
		834	100.0	100.0

[Q5_14] Adequacy of social benefits: Financial aid for students - study grant/assistance

Question

Adequacy of social benefits: Financial aid for students - study grant/assistance

Frequencies

label	value	n	%	v. %
Inadequate	1	53	6.4	6.4
	2	254	30.5	30.9
	3	371	44.5	45.1
	4	133	15.9	16.2
Adequate	5	11	1.3	1.3
System missing (SYSMIS)	.	12	1.4	–
		834	100.0	100.0

[Q5_15] Adequacy of social benefits: Financial aid for students - student loan**Question**

Adequacy of social benefits: Financial aid for students - student loan

Frequencies

label	value	n	%	v. %
Inadequate	1	26	3.1	3.2
	2	164	19.7	20.1
	3	407	48.8	49.9
	4	201	24.1	24.6
Adequate	5	18	2.2	2.2
System missing (SYSMIS)	.	18	2.2	–
		834	100.0	100.0

[Q5_16] Adequacy of social benefits: Minimum income guarantee - means tested income support**Question**

Adequacy of social benefits: Minimum income guarantee - means tested income support

Frequencies

label	value	n	%	v. %
Inadequate	1	53	6.4	6.5
	2	226	27.1	27.8

(continued on next page)

2. Variables

(cont. from previous page)

label	value	n	%	v. %
	3	392	47.0	48.2
	4	135	16.2	16.6
Adequate	5	8	1.0	1.0
System missing (SYSMIS)	.	20	2.4	–
		834	100.0	100.0

[Q5_17] Adequacy of social benefits: Minimum income guarantee - preventive income support

Question

Adequacy of social benefits: Minimum income guarantee - preventive income support

Frequencies

label	value	n	%	v. %
Inadequate	1	90	10.8	11.4
	2	255	30.6	32.3
	3	343	41.1	43.4
	4	94	11.3	11.9
Adequate	5	8	1.0	1.0
System missing (SYSMIS)	.	44	5.3	–
		834	100.0	100.0

[Q6] How big a problem do you think social benefit fraud is in your municipality/area of operation?

Question

How big a problem do you think social benefit fraud is in your municipality/area of operation?

Frequencies

label	value	n	%	v. %
small	1	201	24.1	24.4
	2	397	47.6	48.2
	3	177	21.2	21.5
	4	45	5.4	5.5
big	5	3	0.4	0.4

(continued on next page)

(cont. from previous page)

label	value	n	%	v. %
System missing (SYSMIS)	.	11	1.3	–
		834	100.0	100.0

[Q7_1] Importance of different operators in providing help or support for citizens: Family and close relatives

Question

Importance of different operators in providing help or support for citizens: Family and close relatives

Frequencies

label	value	n	%	v. %
not very important	1	1	0.1	0.1
	2	39	4.7	4.7
	3	165	19.8	20.0
	4	410	49.2	49.7
very important	5	210	25.2	25.5
System missing (SYSMIS)	.	9	1.1	–
		834	100.0	100.0

[Q7_2] Importance of different operators in providing help or support for citizens: Other relatives

Question

Importance of different operators in providing help or support for citizens: Other relatives

Frequencies

label	value	n	%	v. %
not very important	1	63	7.6	7.6
	2	269	32.3	32.6
	3	319	38.2	38.7
	4	160	19.2	19.4
very important	5	14	1.7	1.7
System missing (SYSMIS)	.	9	1.1	–
		834	100.0	100.0

[Q7_3] Importance of different operators in providing help or support for citizens: Friends

Question

Importance of different operators in providing help or support for citizens: Friends

Frequencies

label	value	n	%	v. %
not very important	1	33	4.0	4.0
	2	185	22.2	22.4
	3	372	44.6	45.1
	4	212	25.4	25.7
very important	5	23	2.8	2.8
System missing (SYSMIS)	.	9	1.1	–
		834	100.0	100.0

[Q7_4] Importance of different operators in providing help or support for citizens: Neighbours

Question

Importance of different operators in providing help or support for citizens: Neighbours

Frequencies

label	value	n	%	v. %
not very important	1	106	12.7	12.9
	2	294	35.3	35.7
	3	321	38.5	39.0
	4	97	11.6	11.8
very important	5	5	0.6	0.6
System missing (SYSMIS)	.	11	1.3	–
		834	100.0	100.0

[Q7_5] Importance of different operators in providing help or support for citizens: Voluntary activity by members of voluntary organisations

Question

Importance of different operators in providing help or support for citizens: Voluntary activity by members of voluntary organisations

Frequencies

label	value	n	%	v. %
not very important	1	79	9.5	9.6
	2	311	37.3	37.7
	3	319	38.2	38.6
	4	110	13.2	13.3
very important	5	7	0.8	0.8
System missing (SYSMIS)	.	8	1.0	–
		834	100.0	100.0

[Q7_6] Importance of different operators in providing help or support for citizens: Services provided by voluntary organisations**Question**

Importance of different operators in providing help or support for citizens: Services provided by voluntary organisations

Frequencies

label	value	n	%	v. %
not very important	1	84	10.1	10.2
	2	291	34.9	35.3
	3	340	40.8	41.2
	4	99	11.9	12.0
very important	5	11	1.3	1.3
System missing (SYSMIS)	.	9	1.1	–
		834	100.0	100.0

[Q7_7] Importance of different operators in providing help or support for citizens: Services provided by congregations/parishes**Question**

Importance of different operators in providing help or support for citizens: Services provided by congregations/parishes

Frequencies

label	value	n	%	v. %
not very important	1	44	5.3	5.3

(continued on next page)

2. Variables

(cont. from previous page)

label	value	n	%	v. %
	2	188	22.5	22.8
	3	379	45.4	46.0
	4	198	23.7	24.0
very important	5	15	1.8	1.8
System missing (SYSMIS)	.	10	1.2	–
		834	100.0	100.0

[Q7_8] Importance of different operators in providing help or support for citizens: Health and social services provided by private enterprises

Question

Importance of different operators in providing help or support for citizens: Health and social services provided by private enterprises

Frequencies

label	value	n	%	v. %
not very important	1	175	21.0	21.3
	2	293	35.1	35.6
	3	240	28.8	29.2
	4	110	13.2	13.4
very important	5	5	0.6	0.6
System missing (SYSMIS)	.	11	1.3	–
		834	100.0	100.0

[Q7_9] Importance of different operators in providing help or support for citizens: Municipal social services

Question

Importance of different operators in providing help or support for citizens: Municipal social services

Frequencies

label	value	n	%	v. %
not very important	1	0	0.0	0.0
	2	23	2.8	2.8

(continued on next page)

(cont. from previous page)

label	value	n	%	v. %
	3	181	21.7	21.9
	4	463	55.5	56.1
very important	5	158	18.9	19.2
System missing (SYSMIS)	.	9	1.1	–
		834	100.0	100.0

[Q7_10] Importance of different operators in providing help or support for citizens: Municipal health services

Question

Importance of different operators in providing help or support for citizens: Municipal health services

Frequencies

label	value	n	%	v. %
not very important	1	2	0.2	0.2
	2	17	2.0	2.1
	3	127	15.2	15.4
	4	484	58.0	58.7
very important	5	195	23.4	23.6
System missing (SYSMIS)	.	9	1.1	–
		834	100.0	100.0

[Q7_11] Importance of different operators in providing help or support for citizens: Services provided by the Social Insurance Institution

Question

Importance of different operators in providing help or support for citizens: Services provided by the Social Insurance Institution

Frequencies

label	value	n	%	v. %
not very important	1	2	0.2	0.2
	2	38	4.6	4.6
	3	208	24.9	25.2

(continued on next page)

2. Variables

(cont. from previous page)

label	value	n	%	v. %
	4	458	54.9	55.4
very important	5	120	14.4	14.5
System missing (SYSMIS)	.	8	1.0	–
		834	100.0	100.0

[Q7_12] Importance of different operators in providing help or support for citizens: Services provided by employment offices

Question

Importance of different operators in providing help or support for citizens: Services provided by employment offices

Frequencies

label	value	n	%	v. %
not very important	1	9	1.1	1.1
	2	91	10.9	11.1
	3	333	39.9	40.5
	4	329	39.4	40.0
very important	5	61	7.3	7.4
System missing (SYSMIS)	.	11	1.3	–
		834	100.0	100.0

[Q7_13] Importance of different operators in providing help or support for citizens: Health and social services provided municipal federations

Question

Importance of different operators in providing help or support for citizens: Health and social services provided municipal federations

Frequencies

label	value	n	%	v. %
not very important	1	12	1.4	1.5
	2	57	6.8	7.1
	3	226	27.1	28.1
	4	404	48.4	50.3

(continued on next page)

(cont. from previous page)

label	value	n	%	v. %
very important	5	104	12.5	13.0
System missing (SYSMIS)	.	31	3.7	–
		834	100.0	100.0

[Q7_14] Importance of different operators in providing help or support for citizens: Health and social services provided jointly by the municipality and the state

Question

Importance of different operators in providing help or support for citizens: Health and social services provided jointly by the municipality and the state

Frequencies

label	value	n	%	v. %
not very important	1	50	6.0	6.7
	2	103	12.4	13.7
	3	282	33.8	37.5
	4	262	31.4	34.9
very important	5	54	6.5	7.2
System missing (SYSMIS)	.	83	10.0	–
		834	100.0	100.0

[Q7_15] Importance of different operators in providing help or support for citizens: Health and social services provided jointly by the public sector and voluntary organisations

Question

Importance of different operators in providing help or support for citizens: Health and social services provided jointly by the public sector and voluntary organisations

Frequencies

label	value	n	%	v. %
not very important	1	72	8.6	9.4
	2	174	20.9	22.8

(continued on next page)

2. Variables

(cont. from previous page)

label	value	n	%	v. %
	3	306	36.7	40.1
	4	180	21.6	23.6
very important	5	31	3.7	4.1
System missing (SYSMIS)	.	71	8.5	–
		834	100.0	100.0

[Q8A_1] Based on the following socioeconomic scale, which group does the municipality belong to?

Question

Based on the following socioeconomic scale, which group does the municipality belong to?

Frequencies

label	value	n	%	v. %
problem municipality	1	48	5.8	16.1
municipality at crossroads	2	165	19.8	55.4
dynamic municipality	3	85	10.2	28.5
System missing (SYSMIS)	.	536	64.3	–
		834	100.0	100.0

[Q8BCE_2] Based on the following socioeconomic scale, which group do the municipalities in your area of operation belong to?

Question

Based on the following socioeconomic scale, which group do the municipalities in your area of operation belong to?

Frequencies

label	value	n	%	v. %
problem municipality	1	82	9.8	20.3
municipality at crossroads	2	229	27.5	56.7
dynamic municipality	3	93	11.2	23.0
System missing (SYSMIS)	.	430	51.6	–
		834	100.0	100.0

[Q8BCE_3] Based on the following socioeconomic scale, which group does the municipality where your office is located belong to?

Question

Based on the following socioeconomic scale, which group does the municipality where your office is located belong to?

Frequencies

label	value	n	%	v. %
problem municipality	1	78	9.4	19.5
municipality at crossroads	2	216	25.9	54.0
dynamic municipality	3	106	12.7	26.5
System missing (SYSMIS)	.	434	52.0	–
		834	100.0	100.0

[Q9_1] Change in overall staffing level in the year 1999

Question

Change in overall staffing level in the year 1999

Frequencies

label	value	n	%	v. %
decreased	1	164	19.7	20.0
stayed the same	2	458	54.9	55.8
increased	3	199	23.9	24.2
System missing (SYSMIS)	.	13	1.6	–
		834	100.0	100.0

[Q9_2] Estimation of change in overall staffing level for the year 2000

Question

Estimation of change in overall staffing level for the year 2000

Frequencies

(continued on next page)

2. Variables

(cont. from previous page)

label	value	n	%	v. %
label	value	n	%	v. %
will decrease	1	145	17.4	17.7
will stay the same	2	443	53.1	54.2
will increase	3	229	27.5	28.0
System missing (SYSMIS)	.	17	2.0	–
		834	100.0	100.0

[Q10] What is the mood like among staff at the beginning of the year 2000

Question

What is the mood like among staff at the beginning of the year 2000

Frequencies

label	value	n	%	v. %
worried	1	40	4.8	4.8
	2	187	22.4	22.5
	3	309	37.1	37.2
	4	277	33.2	33.4
optimistic	5	17	2.0	2.0
System missing (SYSMIS)	.	4	0.5	–
		834	100.0	100.0

[Q11] Sufficiency of staffing level for managing tasks

Question

Sufficiency of staffing level for managing tasks

Frequencies

label	value	n	%	v. %
insufficient	1	59	7.1	8.1
	2	241	28.9	33.2
	3	270	32.4	37.2
	4	138	16.5	19.0
sufficient	5	18	2.2	2.5
System missing (SYSMIS)	.	108	12.9	–

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(cont. from previous page)

label	value	n	%	v. %
		834	100.0	100.0

[Q12] How well have the professional skills and development needs of staff been attended to?

Question

How well have the professional skills and development needs of staff been attended to?

Frequencies

label	value	n	%	v. %
poorly	1	10	1.2	1.2
	2	97	11.6	11.7
	3	346	41.5	41.7
	4	332	39.8	40.0
well	5	45	5.4	5.4
System missing (SYSMIS)	.	4	0.5	–
		834	100.0	100.0

[Q13_1] Assess whether the municipality/municipalities, with current resources, can ensure the provision of services needed by the inhabitants: Health services

Question

Assess whether the municipality/municipalities, with current resources, can ensure the provision of services needed by the inhabitants: Health services

Frequencies

label	value	n	%	v. %
not very well	1	8	1.0	1.1
	2	88	10.6	12.3
	3	266	31.9	37.0
	4	307	36.8	42.8
well	5	49	5.9	6.8
System missing (SYSMIS)	.	116	13.9	–
		834	100.0	100.0

[Q13_2] Assess whether the municipality/municipalities, with current resources, can ensure the provision of services needed by the inhabitants: Social services

Question

Assess whether the municipality/municipalities, with current resources, can ensure the provision of services needed by the inhabitants: Social services

Frequencies

label	value	n	%	v. %
not very well	1	6	0.7	0.8
	2	99	11.9	13.8
	3	313	37.5	43.7
	4	273	32.7	38.1
well	5	25	3.0	3.5
System missing (SYSMIS)	.	118	14.1	–
		834	100.0	100.0

[Q13_3] Assess whether the municipality/municipalities, with current resources, can ensure the provision of services needed by the inhabitants: General educational services

Question

Assess whether the municipality/municipalities, with current resources, can ensure the provision of services needed by the inhabitants: General educational services

Frequencies

label	value	n	%	v. %
not very well	1	2	0.2	0.3
	2	33	4.0	4.6
	3	204	24.5	28.5
	4	406	48.7	56.7
well	5	71	8.5	9.9
System missing (SYSMIS)	.	118	14.1	–
		834	100.0	100.0

[Q13_4] Assess whether the municipality/municipalities, with current resources, can ensure the provision of services needed by the inhabitants: Vocational and other educational services

Question

Assess whether the municipality/municipalities, with current resources, can ensure the provision of services needed by the inhabitants: Vocational and other educational services

Frequencies

label	value	n	%	v. %
not very well	1	25	3.0	3.5
	2	91	10.9	12.9
	3	238	28.5	33.7
	4	303	36.3	42.9
well	5	50	6.0	7.1
System missing (SYSMIS)	.	127	15.2	–
		834	100.0	100.0

[Q13_5] Assess whether the municipality/municipalities, with current resources, can ensure the provision of services needed by the inhabitants: Cultural and leisure services

Question

Assess whether the municipality/municipalities, with current resources, can ensure the provision of services needed by the inhabitants: Cultural and leisure services

Frequencies

label	value	n	%	v. %
not very well	1	14	1.7	2.0
	2	125	15.0	17.4
	3	294	35.3	41.0
	4	240	28.8	33.5
well	5	44	5.3	6.1
System missing (SYSMIS)	.	117	14.0	–
		834	100.0	100.0

[Q13_6] Assess whether the municipality/municipalities, with current resources, can ensure the provision of services needed by the inhabitants: Sports services

Question

Assess whether the municipality/municipalities, with current resources, can ensure the provision of services needed by the inhabitants: Sports services

Frequencies

label	value	n	%	v. %
not very well	1	5	0.6	0.7
	2	88	10.6	12.3
	3	241	28.9	33.7
	4	302	36.2	42.2
well	5	80	9.6	11.2
System missing (SYSMIS)	.	118	14.1	–
		834	100.0	100.0

[Q13_7] Assess whether the municipality/municipalities, with current resources, can ensure the provision of services needed by the inhabitants: Technical and environmental services

Question

Assess whether the municipality/municipalities, with current resources, can ensure the provision of services needed by the inhabitants: Technical and environmental services

Frequencies

label	value	n	%	v. %
not very well	1	3	0.4	0.4
	2	62	7.4	8.7
	3	313	37.5	43.9
	4	305	36.6	42.8
well	5	30	3.6	4.2
System missing (SYSMIS)	.	121	14.5	–
		834	100.0	100.0

[Q13_8] Assess whether the municipality/municipalities, with current resources, can ensure the provision of services needed by the inhabitants: Services for promoting business activities

Question

Assess whether the municipality/municipalities, with current resources, can ensure the provision of services needed by the inhabitants: Services for promoting business activities

Frequencies

label	value	n	%	v. %
not very well	1	10	1.2	1.4
	2	89	10.7	12.5
	3	295	35.4	41.4
	4	272	32.6	38.1
well	5	47	5.6	6.6
System missing (SYSMIS)	.	121	14.5	–
		834	100.0	100.0

[Q13B_9] Assess whether the provision of services needed by the citizens can be ensured with current resources: Services of the Social Insurance Institution

Question

Assess whether the provision of services needed by the citizens can be ensured with current resources: Services of the Social Insurance Institution

Frequencies

label	value	n	%	v. %
not very well	1	0	0.0	0.0
	2	12	1.4	7.2
	3	50	6.0	30.1
	4	81	9.7	48.8
well	5	23	2.8	13.9
System missing (SYSMIS)	.	668	80.1	–
		834	100.0	100.0

[Q13C_10] Assess whether the provision of services needed by the citizens can be ensured with current resources: Services of employment offices

Question

Assess whether the provision of services needed by the citizens can be ensured with current resources: Services of employment offices

Frequencies

label	value	n	%	v. %
not very well	1	0	0.0	0.0
	2	12	1.4	13.3
	3	27	3.2	30.0
	4	44	5.3	48.9
well	5	7	0.8	7.8
System missing (SYSMIS)	.	744	89.2	–
		834	100.0	100.0

[Q14_1_1] Quantitative changes in the provision of services in the year 1999: Municipal social services - guidance and counselling

Question

Quantitative changes in the provision of services in the year 1999: Municipal social services - guidance and counselling

Frequencies

label	value	n	%	v. %
not familiar with the service	0	76	9.1	11.3
has/have been decreased	1	41	4.9	6.1
	2	505	60.6	75.0
has/have been increased	3	51	6.1	7.6
System missing (SYSMIS)	.	161	19.3	–
		834	100.0	100.0

[Q14_1_2] Quantitative changes in the provision of services in the year 1999: Municipal social services - child day care

Question

Quantitative changes in the provision of services in the year 1999: Municipal social services - child day care

Frequencies

label	value	n	%	v. %
not familiar with the service	0	57	6.8	8.4
has/have been decreased	1	53	6.4	7.8
	2	337	40.4	49.8
has/have been increased	3	230	27.6	34.0
System missing (SYSMIS)	.	157	18.8	–
		834	100.0	100.0

[Q14_1_3] Quantitative changes in the provision of services in the year 1999: Municipal social services - home help services for families with children

Question

Quantitative changes in the provision of services in the year 1999: Municipal social services - home help services for families with children

Frequencies

label	value	n	%	v. %
not familiar with the service	0	104	12.5	15.5
has/have been decreased	1	117	14.0	17.4
	2	393	47.1	58.5
has/have been increased	3	58	7.0	8.6
System missing (SYSMIS)	.	162	19.4	–
		834	100.0	100.0

[Q14_1_4] Quantitative changes in the provision of services in the year 1999: Municipal social services - child guidance and family counselling

Question

Quantitative changes in the provision of services in the year 1999: Municipal social services - child guidance and family counselling

Frequencies

label	value	n	%	v. %
not familiar with the service	0	87	10.4	13.0

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2. Variables

(cont. from previous page)

label	value	n	%	v. %
has/have been decreased	1	30	3.6	4.5
	2	501	60.1	74.7
has/have been increased	3	53	6.4	7.9
System missing (SYSMIS)	.	163	19.5	–
		834	100.0	100.0

[Q14_1_5] Quantitative changes in the provision of services in the year 1999: Municipal social services - child welfare

Question

Quantitative changes in the provision of services in the year 1999: Municipal social services - child welfare

Frequencies

label	value	n	%	v. %
not familiar with the service	0	90	10.8	13.3
has/have been decreased	1	25	3.0	3.7
	2	400	48.0	59.3
has/have been increased	3	160	19.2	23.7
System missing (SYSMIS)	.	159	19.1	–
		834	100.0	100.0

[Q14_1_6] Quantitative changes in the provision of services in the year 1999: Municipal social services - home help services for the elderly

Question

Quantitative changes in the provision of services in the year 1999: Municipal social services - home help services for the elderly

Frequencies

label	value	n	%	v. %
not familiar with the service	0	41	4.9	6.1
has/have been decreased	1	68	8.2	10.1
	2	397	47.6	58.7
has/have been increased	3	170	20.4	25.1

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(cont. from previous page)

label	value	n	%	v. %
System missing (SYSMIS)	.	158	18.9	–
		834	100.0	100.0

[Q14_1_7] Quantitative changes in the provision of services in the year 1999: Municipal social services - sheltered/service housing for the elderly

Question

Quantitative changes in the provision of services in the year 1999: Municipal social services - sheltered/service housing for the elderly

Frequencies

label	value	n	%	v. %
not familiar with the service	0	44	5.3	6.5
has/have been decreased	1	8	1.0	1.2
	2	374	44.8	55.4
has/have been increased	3	249	29.9	36.9
System missing (SYSMIS)	.	159	19.1	–
		834	100.0	100.0

[Q14_1_8] Quantitative changes in the provision of services in the year 1999: Municipal social services - residential care for the elderly

Question

Quantitative changes in the provision of services in the year 1999: Municipal social services - residential care for the elderly

Frequencies

label	value	n	%	v. %
not familiar with the service	0	38	4.6	5.6
has/have been decreased	1	108	12.9	16.0
	2	491	58.9	72.8
has/have been increased	3	37	4.4	5.5
System missing (SYSMIS)	.	160	19.2	–
		834	100.0	100.0

[Q14_1_9] Quantitative changes in the provision of services in the year 1999: Municipal social services - substance misuse treatment

Question

Quantitative changes in the provision of services in the year 1999: Municipal social services - substance misuse treatment

Frequencies

label	value	n	%	v. %
not familiar with the service	0	99	11.9	15.0
has/have been decreased	1	61	7.3	9.2
	2	468	56.1	70.8
has/have been increased	3	33	4.0	5.0
System missing (SYSMIS)	.	173	20.7	–
		834	100.0	100.0

[Q14_1_10] Quantitative changes in the provision of services in the year 1999: Municipal social services - rehabilitation and housing services for substance misusers

Question

Quantitative changes in the provision of services in the year 1999: Municipal social services - rehabilitation and housing services for substance misusers

Frequencies

label	value	n	%	v. %
not familiar with the service	0	106	12.7	15.9
has/have been decreased	1	76	9.1	11.4
	2	436	52.3	65.6
has/have been increased	3	47	5.6	7.1
System missing (SYSMIS)	.	169	20.3	–
		834	100.0	100.0

[Q14_1_11] Quantitative changes in the provision of services in the year 1999: Municipal social services - residential care for substance misusers

Question

Quantitative changes in the provision of services in the year 1999: Municipal social services - residential care for substance misusers

Frequencies

label	value	n	%	v. %
not familiar with the service	0	99	11.9	15.0
has/have been decreased	1	109	13.1	16.5
	2	415	49.8	62.8
has/have been increased	3	38	4.6	5.7
System missing (SYSMIS)	.	173	20.7	–
		834	100.0	100.0

[Q14_1_12] Quantitative changes in the provision of services in the year 1999: Municipal social services - minimum income guarantee

Question

Quantitative changes in the provision of services in the year 1999: Municipal social services - minimum income guarantee

Frequencies

label	value	n	%	v. %
not familiar with the service	0	68	8.2	10.1
has/have been decreased	1	118	14.1	17.5
	2	430	51.6	63.9
has/have been increased	3	57	6.8	8.5
System missing (SYSMIS)	.	161	19.3	–
		834	100.0	100.0

[Q14_1_13] Quantitative changes in the provision of services in the year 1999: Municipal social services - social work

Question

Quantitative changes in the provision of services in the year 1999: Municipal social services - social work

Frequencies

label	value	n	%	v. %
not familiar with the service	0	61	7.3	9.1
has/have been decreased	1	46	5.5	6.8

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2. Variables

(cont. from previous page)

label	value	n	%	v. %
	2	488	58.5	72.5
has/have been increased	3	78	9.4	11.6
System missing (SYSMIS)	.	161	19.3	–
		834	100.0	100.0

[Q14_1_14] Quantitative changes in the provision of services in the year 1999: Municipal social services - crisis care

Question

Quantitative changes in the provision of services in the year 1999: Municipal social services - crisis care

Frequencies

label	value	n	%	v. %
not familiar with the service	0	100	12.0	14.9
has/have been decreased	1	22	2.6	3.3
	2	468	56.1	70.0
has/have been increased	3	79	9.5	11.8
System missing (SYSMIS)	.	165	19.8	–
		834	100.0	100.0

[Q14_1_15] Quantitative changes in the provision of services in the year 1999: Municipal social services - services for disabled persons

Question

Quantitative changes in the provision of services in the year 1999: Municipal social services - services for disabled persons

Frequencies

label	value	n	%	v. %
not familiar with the service	0	65	7.8	9.7
has/have been decreased	1	27	3.2	4.0
	2	505	60.6	75.0
has/have been increased	3	76	9.1	11.3
System missing (SYSMIS)	.	161	19.3	–

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label	value	n	%	v. %
		834	100.0	100.0

[Q14_1_16] Quantitative changes in the provision of services in the year 1999: Municipal social services - services for immigrants

Question

Quantitative changes in the provision of services in the year 1999: Municipal social services - services for immigrants

Frequencies

label	value	n	%	v. %
not familiar with the service	0	160	19.2	24.4
has/have been decreased	1	13	1.6	2.0
	2	363	43.5	55.3
has/have been increased	3	121	14.5	18.4
System missing (SYSMIS)	.	177	21.2	—
		834	100.0	100.0

[Q14_1_17] Quantitative changes in the provision of services in the year 1999: Municipal social services - debt counselling

Question

Quantitative changes in the provision of services in the year 1999: Municipal social services - debt counselling

Frequencies

label	value	n	%	v. %
not familiar with the service	0	156	18.7	23.5
has/have been decreased	1	52	6.2	7.8
	2	440	52.8	66.4
has/have been increased	3	15	1.8	2.3
System missing (SYSMIS)	.	171	20.5	—
		834	100.0	100.0

[Q14_1_18] Quantitative changes in the provision of services in the year 1999: Municipal health services - guidance and counselling

Question

Quantitative changes in the provision of services in the year 1999: Municipal health services - guidance and counselling

Frequencies

label	value	n	%	v. %
not familiar with the service	0	52	6.2	7.8
has/have been decreased	1	27	3.2	4.1
	2	545	65.3	81.8
has/have been increased	3	42	5.0	6.3
System missing (SYSMIS)	.	168	20.1	–
		834	100.0	100.0

[Q14_1_19] Quantitative changes in the provision of services in the year 1999: Municipal health services - services of general practitioners

Question

Quantitative changes in the provision of services in the year 1999: Municipal health services - services of general practitioners

Frequencies

label	value	n	%	v. %
not familiar with the service	0	36	4.3	5.4
has/have been decreased	1	60	7.2	9.0
	2	487	58.4	73.1
has/have been increased	3	83	10.0	12.5
System missing (SYSMIS)	.	168	20.1	–
		834	100.0	100.0

[Q14_1_20] Quantitative changes in the provision of services in the year 1999: Municipal health services - specialist medical care

Question

Quantitative changes in the provision of services in the year 1999: Municipal health services - specialist medical care

Frequencies

label	value	n	%	v. %
not familiar with the service	0	63	7.6	9.6
has/have been decreased	1	59	7.1	9.0
	2	473	56.7	72.4
has/have been increased	3	58	7.0	8.9
System missing (SYSMIS)	.	181	21.7	–
		834	100.0	100.0

[Q14_1_21] Quantitative changes in the provision of services in the year 1999: Municipal health services - nurse consultations

Question

Quantitative changes in the provision of services in the year 1999: Municipal health services - nurse consultations

Frequencies

label	value	n	%	v. %
not familiar with the service	0	56	6.7	8.4
has/have been decreased	1	37	4.4	5.6
	2	536	64.3	80.5
has/have been increased	3	37	4.4	5.6
System missing (SYSMIS)	.	168	20.1	–
		834	100.0	100.0

[Q14_1_22] Quantitative changes in the provision of services in the year 1999: Municipal health services - maternity clinics and child health clinics

Question

Quantitative changes in the provision of services in the year 1999: Municipal health services - maternity clinics and child health clinics

Frequencies

label	value	n	%	v. %
not familiar with the service	0	57	6.8	8.6
has/have been decreased	1	35	4.2	5.3

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2. Variables

(cont. from previous page)

label	value	n	%	v. %
	2	562	67.4	84.8
has/have been increased	3	9	1.1	1.4
System missing (SYSMIS)	.	171	20.5	–
		834	100.0	100.0

[Q14_1_23] Quantitative changes in the provision of services in the year 1999: Municipal health services - home nursing care

Question

Quantitative changes in the provision of services in the year 1999: Municipal health services - home nursing care

Frequencies

label	value	n	%	v. %
not familiar with the service	0	55	6.6	8.3
has/have been decreased	1	30	3.6	4.5
	2	496	59.5	74.9
has/have been increased	3	81	9.7	12.2
System missing (SYSMIS)	.	172	20.6	–
		834	100.0	100.0

[Q14_1_24] Quantitative changes in the provision of services in the year 1999: Municipal health services - school health services

Question

Quantitative changes in the provision of services in the year 1999: Municipal health services - school health services

Frequencies

label	value	n	%	v. %
not familiar with the service	0	63	7.6	9.5
has/have been decreased	1	57	6.8	8.6
	2	526	63.1	79.6
has/have been increased	3	15	1.8	2.3
System missing (SYSMIS)	.	173	20.7	–

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label	value	n	%	v. %
		834	100.0	100.0

[Q14_1_25] Quantitative changes in the provision of services in the year 1999: Municipal health services - student health services

Question

Quantitative changes in the provision of services in the year 1999: Municipal health services - student health services

Frequencies

label	value	n	%	v. %
not familiar with the service	0	168	20.1	26.4
has/have been decreased	1	28	3.4	4.4
	2	435	52.2	68.3
has/have been increased	3	6	0.7	0.9
System missing (SYSMIS)	.	197	23.6	–
		834	100.0	100.0

[Q14_1_26] Quantitative changes in the provision of services in the year 1999: Municipal health services - in-patient care in primary health care units

Question

Quantitative changes in the provision of services in the year 1999: Municipal health services - in-patient care in primary health care units

Frequencies

label	value	n	%	v. %
not familiar with the service	0	69	8.3	10.5
has/have been decreased	1	65	7.8	9.9
	2	485	58.2	73.7
has/have been increased	3	39	4.7	5.9
System missing (SYSMIS)	.	176	21.1	–
		834	100.0	100.0

[Q14_1_27] Quantitative changes in the provision of services in the year 1999: Municipal health services - in-patient care in hospitals

Question

Quantitative changes in the provision of services in the year 1999: Municipal health services - in-patient care in hospitals

Frequencies

label	value	n	%	v. %
not familiar with the service	0	80	9.6	12.2
has/have been decreased	1	110	13.2	16.8
	2	432	51.8	66.1
has/have been increased	3	32	3.8	4.9
System missing (SYSMIS)	.	180	21.6	–
		834	100.0	100.0

[Q14_1_28] Quantitative changes in the provision of services in the year 1999: Municipal health services - health centre wards

Question

Quantitative changes in the provision of services in the year 1999: Municipal health services - health centre wards

Frequencies

label	value	n	%	v. %
not familiar with the service	0	70	8.4	10.8
has/have been decreased	1	44	5.3	6.8
	2	488	58.5	75.1
has/have been increased	3	48	5.8	7.4
System missing (SYSMIS)	.	184	22.1	–
		834	100.0	100.0

[Q14_1_29] Quantitative changes in the provision of services in the year 1999: Municipal health services - occupational health services

Question

Quantitative changes in the provision of services in the year 1999: Municipal health services - occupational health services

Frequencies

label	value	n	%	v. %
not familiar with the service	0	48	5.8	7.3
has/have been decreased	1	26	3.1	3.9
	2	500	60.0	75.6
has/have been increased	3	87	10.4	13.2
System missing (SYSMIS)	.	173	20.7	–
		834	100.0	100.0

[Q14_1_30] Quantitative changes in the provision of services in the year 1999: Municipal health services - laboratory tests and x-rays

Question

Quantitative changes in the provision of services in the year 1999: Municipal health services - laboratory tests and x-rays

Frequencies

label	value	n	%	v. %
not familiar with the service	0	75	9.0	11.3
has/have been decreased	1	22	2.6	3.3
	2	519	62.2	78.5
has/have been increased	3	45	5.4	6.8
System missing (SYSMIS)	.	173	20.7	–
		834	100.0	100.0

[Q14_1_31] Quantitative changes in the provision of services in the year 1999: Municipal health services - physiotherapy

Question

Quantitative changes in the provision of services in the year 1999: Municipal health services - physiotherapy

Frequencies

label	value	n	%	v. %
not familiar with the service	0	72	8.6	10.9
has/have been decreased	1	37	4.4	5.6

(continued on next page)

2. Variables

(cont. from previous page)

label	value	n	%	v. %
	2	510	61.2	77.3
has/have been increased	3	41	4.9	6.2
System missing (SYSMIS)	.	174	20.9	–
		834	100.0	100.0

[Q14_1_32] Quantitative changes in the provision of services in the year 1999: Municipal health services - dental care

Question

Quantitative changes in the provision of services in the year 1999: Municipal health services - dental care

Frequencies

label	value	n	%	v. %
not familiar with the service	0	50	6.0	7.6
has/have been decreased	1	56	6.7	8.5
	2	522	62.6	79.0
has/have been increased	3	33	4.0	5.0
System missing (SYSMIS)	.	173	20.7	–
		834	100.0	100.0

[Q14_1_33] Quantitative changes in the provision of services in the year 1999: Municipal health services - psychiatric outpatient services

Question

Quantitative changes in the provision of services in the year 1999: Municipal health services - psychiatric outpatient services

Frequencies

label	value	n	%	v. %
not familiar with the service	0	65	7.8	9.8
has/have been decreased	1	40	4.8	6.0
	2	425	51.0	64.1
has/have been increased	3	133	15.9	20.1
System missing (SYSMIS)	.	171	20.5	–

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label	value	n	%	v. %
		834	100.0	100.0

[Q14_1_34] Quantitative changes in the provision of services in the year 1999: Municipal health services - psychiatric in-patient services

Question

Quantitative changes in the provision of services in the year 1999: Municipal health services - psychiatric in-patient services

Frequencies

label	value	n	%	v. %
not familiar with the service	0	86	10.3	13.1
has/have been decreased	1	159	19.1	24.1
	2	388	46.5	58.9
has/have been increased	3	26	3.1	3.9
System missing (SYSMIS)	.	175	21.0	–
		834	100.0	100.0

[Q14_1_35] Quantitative changes in the provision of services in the year 1999: Services of the Social Insurance Institution - guidance, counselling and information dissemination

Question

Quantitative changes in the provision of services in the year 1999: Services of the Social Insurance Institution - guidance, counselling and information dissemination

Frequencies

label	value	n	%	v. %
not familiar with the service	0	94	11.3	14.0
has/have been decreased	1	31	3.7	4.6
	2	487	58.4	72.4
has/have been increased	3	61	7.3	9.1
System missing (SYSMIS)	.	161	19.3	–
		834	100.0	100.0

[Q14_1_36] Quantitative changes in the provision of services in the year 1999: Services of the Social Insurance Institution - unemployment benefits

Question

Quantitative changes in the provision of services in the year 1999: Services of the Social Insurance Institution - unemployment benefits

Frequencies

label	value	n	%	v. %
not familiar with the service	0	102	12.2	15.3
has/have been decreased	1	20	2.4	3.0
	2	522	62.6	78.4
has/have been increased	3	22	2.6	3.3
System missing (SYSMIS)	.	168	20.1	–
		834	100.0	100.0

[Q14_1_37] Quantitative changes in the provision of services in the year 1999: Services of the Social Insurance Institution - pensions

Question

Quantitative changes in the provision of services in the year 1999: Services of the Social Insurance Institution - pensions

Frequencies

label	value	n	%	v. %
not familiar with the service	0	101	12.1	15.2
has/have been decreased	1	17	2.0	2.6
	2	533	63.9	80.3
has/have been increased	3	13	1.6	2.0
System missing (SYSMIS)	.	170	20.4	–
		834	100.0	100.0

[Q14_1_38] Quantitative changes in the provision of services in the year 1999: Services of the Social Insurance Institution - sickness allowance/benefit

Question

Quantitative changes in the provision of services in the year 1999: Services of the Social Insurance Institution - sickness allowance/benefit

Frequencies

label	value	n	%	v. %
not familiar with the service	0	94	11.3	14.2
has/have been decreased	1	10	1.2	1.5
	2	548	65.7	82.5
has/have been increased	3	12	1.4	1.8
System missing (SYSMIS)	.	170	20.4	–
		834	100.0	100.0

[Q14_1_39] Quantitative changes in the provision of services in the year 1999: Services of the Social Insurance Institution - reimbursement of medical costs

Question

Quantitative changes in the provision of services in the year 1999: Services of the Social Insurance Institution - reimbursement of medical costs

Frequencies

label	value	n	%	v. %
not familiar with the service	0	98	11.8	14.8
has/have been decreased	1	33	4.0	5.0
	2	506	60.7	76.2
has/have been increased	3	27	3.2	4.1
System missing (SYSMIS)	.	170	20.4	–
		834	100.0	100.0

[Q14_1_40] Quantitative changes in the provision of services in the year 1999: Services of the Social Insurance Institution - rehabilitation

Question

Quantitative changes in the provision of services in the year 1999: Services of the Social Insurance Institution - rehabilitation

Frequencies

label	value	n	%	v. %
not familiar with the service	0	90	10.8	13.6

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2. Variables

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label	value	n	%	v. %
has/have been decreased	1	25	3.0	3.8
	2	487	58.4	73.6
has/have been increased	3	60	7.2	9.1
System missing (SYSMIS)	.	172	20.6	–
		834	100.0	100.0

[Q14_1_41] Quantitative changes in the provision of services in the year 1999: Services of the Social Insurance Institution - benefits for families

Question

Quantitative changes in the provision of services in the year 1999: Services of the Social Insurance Institution - benefits for families

Frequencies

label	value	n	%	v. %
not familiar with the service	0	117	14.0	17.6
has/have been decreased	1	10	1.2	1.5
	2	521	62.5	78.6
has/have been increased	3	15	1.8	2.3
System missing (SYSMIS)	.	171	20.5	–
		834	100.0	100.0

[Q14_1_42] Quantitative changes in the provision of services in the year 1999: Services of the Social Insurance Institution - housing allowance

Question

Quantitative changes in the provision of services in the year 1999: Services of the Social Insurance Institution - housing allowance

Frequencies

label	value	n	%	v. %
not familiar with the service	0	117	14.0	17.6
has/have been decreased	1	22	2.6	3.3
	2	478	57.3	71.9
has/have been increased	3	48	5.8	7.2

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label	value	n	%	v. %
System missing (SYSMIS)	.	169	20.3	–
		834	100.0	100.0

[Q14_1_43] Quantitative changes in the provision of services in the year 1999: Services of employment offices - guidance, counselling and information dissemination

Question

Quantitative changes in the provision of services in the year 1999: Services of employment offices - guidance, counselling and information dissemination

Frequencies

label	value	n	%	v. %
not familiar with the service	0	117	14.0	17.8
has/have been decreased	1	17	2.0	2.6
	2	425	51.0	64.8
has/have been increased	3	97	11.6	14.8
System missing (SYSMIS)	.	178	21.3	–
		834	100.0	100.0

[Q14_1_44] Quantitative changes in the provision of services in the year 1999: Services of employment offices - subsidised employment

Question

Quantitative changes in the provision of services in the year 1999: Services of employment offices - subsidised employment

Frequencies

label	value	n	%	v. %
not familiar with the service	0	119	14.3	18.1
has/have been decreased	1	157	18.8	23.9
	2	313	37.5	47.7
has/have been increased	3	67	8.0	10.2
System missing (SYSMIS)	.	178	21.3	–
		834	100.0	100.0

[Q14_1_45] Quantitative changes in the provision of services in the year 1999: Services of employment offices - vocational guidance and career counselling

Question

Quantitative changes in the provision of services in the year 1999: Services of employment offices - vocational guidance and career counselling

Frequencies

label	value	n	%	v. %
not familiar with the service	0	150	18.0	23.2
has/have been decreased	1	25	3.0	3.9
	2	458	54.9	70.8
has/have been increased	3	14	1.7	2.2
System missing (SYSMIS)	.	187	22.4	–
		834	100.0	100.0

[Q14_1_46] Quantitative changes in the provision of services in the year 1999: Services of employment offices - government-funded labour market training

Question

Quantitative changes in the provision of services in the year 1999: Services of employment offices - government-funded labour market training

Frequencies

label	value	n	%	v. %
not familiar with the service	0	130	15.6	20.0
has/have been decreased	1	32	3.8	4.9
	2	421	50.5	64.7
has/have been increased	3	68	8.2	10.4
System missing (SYSMIS)	.	183	21.9	–
		834	100.0	100.0

[Q14_1_47] Quantitative changes in the provision of services in the year 1999: Services of employment offices - rehabilitation services

Question

Quantitative changes in the provision of services in the year 1999: Services of employment offices - rehabilitation services

Frequencies

label	value	n	%	v. %
not familiar with the service	0	143	17.1	22.0
has/have been decreased	1	15	1.8	2.3
	2	424	50.8	65.3
has/have been increased	3	67	8.0	10.3
System missing (SYSMIS)	.	185	22.2	–
		834	100.0	100.0

[Q14_1_48] Quantitative changes in the provision of services in the year 1999: Services of employment offices - employment services for job seekers

Question

Quantitative changes in the provision of services in the year 1999: Services of employment offices - employment services for job seekers

Frequencies

label	value	n	%	v. %
not familiar with the service	0	132	15.8	20.3
has/have been decreased	1	20	2.4	3.1
	2	450	54.0	69.2
has/have been increased	3	48	5.8	7.4
System missing (SYSMIS)	.	184	22.1	–
		834	100.0	100.0

[Q14_1_49] Quantitative changes in the provision of services in the year 1999: Services of employment offices - recruitment services for employers

Question

Quantitative changes in the provision of services in the year 1999: Services of employment offices - recruitment services for employers

2. Variables

Frequencies

label	value	n	%	v. %
not familiar with the service	0	174	20.9	26.8
has/have been decreased	1	16	1.9	2.5
	2	381	45.7	58.7
has/have been increased	3	78	9.4	12.0
System missing (SYSMIS)	.	185	22.2	–
		834	100.0	100.0

[Q14_1_50] Quantitative changes in the provision of services in the year 1999: Private social and health services - general health services

Question

Quantitative changes in the provision of services in the year 1999: Private social and health services - general health services

Frequencies

label	value	n	%	v. %
not familiar with the service	0	168	20.1	26.8
has/have been decreased	1	18	2.2	2.9
	2	383	45.9	61.1
has/have been increased	3	58	7.0	9.3
System missing (SYSMIS)	.	207	24.8	–
		834	100.0	100.0

[Q14_1_51] Quantitative changes in the provision of services in the year 1999: Private social and health services - medical specialists' surgery

Question

Quantitative changes in the provision of services in the year 1999: Private social and health services - medical specialists' surgery

Frequencies

label	value	n	%	v. %
not familiar with the service	0	146	17.5	23.2
has/have been decreased	1	18	2.2	2.9

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label	value	n	%	v. %
	2	379	45.4	60.3
has/have been increased	3	86	10.3	13.7
System missing (SYSMIS)	.	205	24.6	–
		834	100.0	100.0

[Q14_1_52] Quantitative changes in the provision of services in the year 1999: Private social and health services - services for children

Question

Quantitative changes in the provision of services in the year 1999: Private social and health services - services for children

Frequencies

label	value	n	%	v. %
not familiar with the service	0	199	23.9	31.8
has/have been decreased	1	10	1.2	1.6
	2	360	43.2	57.5
has/have been increased	3	57	6.8	9.1
System missing (SYSMIS)	.	208	24.9	–
		834	100.0	100.0

[Q14_1_53] Quantitative changes in the provision of services in the year 1999: Private social and health services - services for the elderly

Question

Quantitative changes in the provision of services in the year 1999: Private social and health services - services for the elderly

Frequencies

label	value	n	%	v. %
not familiar with the service	0	134	16.1	21.2
has/have been decreased	1	11	1.3	1.7
	2	334	40.0	52.8
has/have been increased	3	153	18.3	24.2
System missing (SYSMIS)	.	202	24.2	–

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2. Variables

(cont. from previous page)

label	value	n	%	v. %
		834	100.0	100.0

[Q14_1_54] Quantitative changes in the provision of services in the year 1999: Private social and health services - services for disabled persons

Question

Quantitative changes in the provision of services in the year 1999: Private social and health services - services for disabled persons

Frequencies

label	value	n	%	v. %
not familiar with the service	0	204	24.5	32.6
has/have been decreased	1	9	1.1	1.4
	2	383	45.9	61.3
has/have been increased	3	29	3.5	4.6
System missing (SYSMIS)	.	209	25.1	–
		834	100.0	100.0

[Q14_1_55] Quantitative changes in the provision of services in the year 1999: Private social and health services - services for persons with substance misuse problems

Question

Quantitative changes in the provision of services in the year 1999: Private social and health services - services for persons with substance misuse problems

Frequencies

label	value	n	%	v. %
not familiar with the service	0	227	27.2	36.2
has/have been decreased	1	34	4.1	5.4
	2	343	41.1	54.7
has/have been increased	3	23	2.8	3.7
System missing (SYSMIS)	.	207	24.8	–
		834	100.0	100.0

[Q14_1_56] Quantitative changes in the provision of services in the year 1999: Private social and health services - mental health services

Question

Quantitative changes in the provision of services in the year 1999: Private social and health services - mental health services

Frequencies

label	value	n	%	v. %
not familiar with the service	0	212	25.4	33.8
has/have been decreased	1	34	4.1	5.4
	2	345	41.4	55.0
has/have been increased	3	36	4.3	5.7
System missing (SYSMIS)	.	207	24.8	–
		834	100.0	100.0

[Q14_2_1] Effectiveness and accessibility of services in the municipality/area of operation: Municipal social services - guidance and counselling

Question

Effectiveness and accessibility of services in the municipality/area of operation: Municipal social services - guidance and counselling

Frequencies

label	value	n	%	v. %
poor	1	4	0.5	0.7
	2	51	6.1	8.3
	3	301	36.1	49.3
	4	236	28.3	38.6
good	5	19	2.3	3.1
System missing (SYSMIS)	.	223	26.7	–
		834	100.0	100.0

[Q14_2_2] Effectiveness and accessibility of services in the municipality/area of operation: Municipal social services - child day care

Question

Effectiveness and accessibility of services in the municipality/area of operation: Municipal social services - child day care

Frequencies

label	value	n	%	v. %
poor	1	0	0.0	0.0
	2	8	1.0	1.3
	3	90	10.8	14.3
	4	344	41.2	54.6
good	5	188	22.5	29.8
System missing (SYSMIS)	.	204	24.5	–
		834	100.0	100.0

[Q14_2_3] Effectiveness and accessibility of services in the municipality/area of operation: Municipal social services - home help services for families with children

Question

Effectiveness and accessibility of services in the municipality/area of operation: Municipal social services - home help services for families with children

Frequencies

label	value	n	%	v. %
poor	1	40	4.8	6.7
	2	146	17.5	24.5
	3	257	30.8	43.2
	4	134	16.1	22.5
good	5	18	2.2	3.0
System missing (SYSMIS)	.	239	28.7	–
		834	100.0	100.0

[Q14_2_4] Effectiveness and accessibility of services in the municipality/area of operation: Municipal social services - child guidance and family counselling

Question

Effectiveness and accessibility of services in the municipality/area of operation: Municipal social services - child guidance and family counselling

Frequencies

label	value	n	%	v. %
poor	1	13	1.6	2.1
	2	65	7.8	10.7
	3	291	34.9	47.8
	4	221	26.5	36.3
good	5	19	2.3	3.1
System missing (SYSMIS)	.	225	27.0	–
		834	100.0	100.0

[Q14_2_5] Effectiveness and accessibility of services in the municipality/area of operation: Municipal social services - child welfare

Question

Effectiveness and accessibility of services in the municipality/area of operation: Municipal social services - child welfare

Frequencies

label	value	n	%	v. %
poor	1	5	0.6	0.8
	2	74	8.9	12.3
	3	309	37.1	51.2
	4	204	24.5	33.8
good	5	12	1.4	2.0
System missing (SYSMIS)	.	230	27.6	–
		834	100.0	100.0

[Q14_2_6] Effectiveness and accessibility of services in the municipality/area of operation: Municipal social services - home help services for the elderly

Question

Effectiveness and accessibility of services in the municipality/area of operation: Municipal social services - home help services for the elderly

Frequencies

label	value	n	%	v. %
poor	1	4	0.5	0.6
	2	54	6.5	8.4
	3	189	22.7	29.3

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2. Variables

(cont. from previous page)

label	value	n	%	v. %
	4	350	42.0	54.3
good	5	48	5.8	7.4
System missing (SYSMIS)	.	189	22.7	–
		834	100.0	100.0

[Q14_2_7] Effectiveness and accessibility of services in the municipality/area of operation: Municipal social services - sheltered/service housing for the elderly

Question

Effectiveness and accessibility of services in the municipality/area of operation: Municipal social services - sheltered/service housing for the elderly

Frequencies

label	value	n	%	v. %
poor	1	2	0.2	0.3
	2	31	3.7	4.9
	3	190	22.8	29.8
	4	320	38.4	50.2
good	5	94	11.3	14.8
System missing (SYSMIS)	.	197	23.6	–
		834	100.0	100.0

[Q14_2_8] Effectiveness and accessibility of services in the municipality/area of operation: Municipal social services - residential care for the elderly

Question

Effectiveness and accessibility of services in the municipality/area of operation: Municipal social services - residential care for the elderly

Frequencies

label	value	n	%	v. %
poor	1	2	0.2	0.3
	2	45	5.4	7.0
	3	203	24.3	31.5

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(cont. from previous page)

label	value	n	%	v. %
	4	314	37.6	48.8
good	5	80	9.6	12.4
System missing (SYSMIS)	.	190	22.8	–
		834	100.0	100.0

[Q14_2_9] Effectiveness and accessibility of services in the municipality/area of operation: Municipal social services - substance misuse treatment

Question

Effectiveness and accessibility of services in the municipality/area of operation: Municipal social services - substance misuse treatment

Frequencies

label	value	n	%	v. %
poor	1	40	4.8	6.8
	2	113	13.5	19.3
	3	254	30.5	43.4
	4	160	19.2	27.4
good	5	18	2.2	3.1
System missing (SYSMIS)	.	249	29.9	–
		834	100.0	100.0

[Q14_2_10] Effectiveness and accessibility of services in the municipality/area of operation: Municipal social services - rehabilitation and housing services for substance misusers

Question

Effectiveness and accessibility of services in the municipality/area of operation: Municipal social services - rehabilitation and housing services for substance misusers

Frequencies

label	value	n	%	v. %
poor	1	43	5.2	7.5
	2	183	21.9	31.7
	3	254	30.5	44.0

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2. Variables

(cont. from previous page)

label	value	n	%	v. %
	4	90	10.8	15.6
good	5	7	0.8	1.2
System missing (SYSMIS)	.	257	30.8	–
		834	100.0	100.0

[Q14_2_11] Effectiveness and accessibility of services in the municipality/area of operation: Municipal social services - residential care for substance misusers

Question

Effectiveness and accessibility of services in the municipality/area of operation: Municipal social services - residential care for substance misusers

Frequencies

label	value	n	%	v. %
poor	1	53	6.4	9.1
	2	164	19.7	28.2
	3	269	32.3	46.2
	4	87	10.4	14.9
good	5	9	1.1	1.5
System missing (SYSMIS)	.	252	30.2	–
		834	100.0	100.0

[Q14_2_12] Effectiveness and accessibility of services in the municipality/area of operation: Municipal social services - minimum income guarantee

Question

Effectiveness and accessibility of services in the municipality/area of operation: Municipal social services - minimum income guarantee

Frequencies

label	value	n	%	v. %
poor	1	1	0.1	0.2

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label	value	n	%	v. %
	2	40	4.8	6.4
	3	272	32.6	43.6
	4	264	31.7	42.3
good	5	47	5.6	7.5
System missing (SYSMIS)	.	210	25.2	–
		834	100.0	100.0

[Q14_2_13] Effectiveness and accessibility of services in the municipality/area of operation: Municipal social services - social work

Question

Effectiveness and accessibility of services in the municipality/area of operation: Municipal social services - social work

Frequencies

label	value	n	%	v. %
poor	1	5	0.6	0.8
	2	46	5.5	7.3
	3	301	36.1	47.8
	4	249	29.9	39.5
good	5	29	3.5	4.6
System missing (SYSMIS)	.	204	24.5	–
		834	100.0	100.0

[Q14_2_14] Effectiveness and accessibility of services in the municipality/area of operation: Municipal social services - crisis care

Question

Effectiveness and accessibility of services in the municipality/area of operation: Municipal social services - crisis care

Frequencies

label	value	n	%	v. %
poor	1	14	1.7	2.4
	2	76	9.1	12.9

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2. Variables

(cont. from previous page)

label	value	n	%	v. %
	3	277	33.2	47.0
	4	204	24.5	34.6
good	5	18	2.2	3.1
System missing (SYSMIS)	.	245	29.4	–
		834	100.0	100.0

[Q14_2_15] Effectiveness and accessibility of services in the municipality/area of operation: Municipal social services - services for disabled persons

Question

Effectiveness and accessibility of services in the municipality/area of operation: Municipal social services - services for disabled persons

Frequencies

label	value	n	%	v. %
poor	1	0	0.0	0.0
	2	38	4.6	6.1
	3	286	34.3	45.8
	4	268	32.1	42.9
good	5	32	3.8	5.1
System missing (SYSMIS)	.	210	25.2	–
		834	100.0	100.0

[Q14_2_16] Effectiveness and accessibility of services in the municipality/area of operation: Municipal social services - services for immigrants

Question

Effectiveness and accessibility of services in the municipality/area of operation: Municipal social services - services for immigrants

Frequencies

label	value	n	%	v. %
poor	1	17	2.0	3.3
	2	50	6.0	9.7

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(cont. from previous page)

label	value	n	%	v. %
	3	249	29.9	48.3
	4	181	21.7	35.1
good	5	18	2.2	3.5
System missing (SYSMIS)	.	319	38.2	–
	834	100.0	100.0	

[Q14_2_17] Effectiveness and accessibility of services in the municipality/area of operation: Municipal social services - debt counselling

Question

Effectiveness and accessibility of services in the municipality/area of operation: Municipal social services - debt counselling

Frequencies

label	value	n	%	v. %
poor	1	19	2.3	3.5
	2	85	10.2	15.8
	3	282	33.8	52.3
	4	136	16.3	25.2
good	5	17	2.0	3.2
System missing (SYSMIS)	.	295	35.4	–
	834	100.0	100.0	

[Q14_2_18] Effectiveness and accessibility of services in the municipality/area of operation: Municipal health services - guidance and counselling

Question

Effectiveness and accessibility of services in the municipality/area of operation: Municipal health services - guidance and counselling

Frequencies

label	value	n	%	v. %
poor	1	1	0.1	0.2
	2	34	4.1	5.4
	3	268	32.1	42.6

(continued on next page)

2. Variables

(cont. from previous page)

label	value	n	%	v. %
	4	299	35.9	47.5
good	5	27	3.2	4.3
System missing (SYSMIS)	.	205	24.6	–
		834	100.0	100.0

[Q14_2_19] Effectiveness and accessibility of services in the municipality/area of operation: Municipal health services - services of general practitioners

Question

Effectiveness and accessibility of services in the municipality/area of operation: Municipal health services - services of general practitioners

Frequencies

label	value	n	%	v. %
poor	1	10	1.2	1.5
	2	67	8.0	10.3
	3	188	22.5	28.9
	4	310	37.2	47.6
good	5	76	9.1	11.7
System missing (SYSMIS)	.	183	21.9	–
		834	100.0	100.0

[Q14_2_20] Effectiveness and accessibility of services in the municipality/area of operation: Municipal health services - specialist medical care

Question

Effectiveness and accessibility of services in the municipality/area of operation: Municipal health services - specialist medical care

Frequencies

label	value	n	%	v. %
poor	1	36	4.3	5.9
	2	80	9.6	13.0
	3	227	27.2	36.9

(continued on next page)

(cont. from previous page)

label	value	n	%	v. %
	4	235	28.2	38.2
good	5	37	4.4	6.0
System missing (SYSMIS)	.	219	26.3	–
		834	100.0	100.0

[Q14_2_21] Effectiveness and accessibility of services in the municipality/area of operation: Municipal health services - nurse consultations

Question

Effectiveness and accessibility of services in the municipality/area of operation: Municipal health services - nurse consultations

Frequencies

label	value	n	%	v. %
poor	1	2	0.2	0.3
	2	18	2.2	2.8
	3	210	25.2	33.2
	4	345	41.4	54.5
good	5	58	7.0	9.2
System missing (SYSMIS)	.	201	24.1	–
		834	100.0	100.0

[Q14_2_22] Effectiveness and accessibility of services in the municipality/area of operation: Municipal health services - maternity clinics and child health clinics

Question

Effectiveness and accessibility of services in the municipality/area of operation: Municipal health services - maternity clinics and child health clinics

Frequencies

label	value	n	%	v. %
poor	1	1	0.1	0.2
	2	4	0.5	0.6
	3	141	16.9	22.5

(continued on next page)

2. Variables

(cont. from previous page)

label	value	n	%	v. %
	4	380	45.6	60.5
good	5	102	12.2	16.2
System missing (SYSMIS)	.	206	24.7	–
		834	100.0	100.0

[Q14_2_23] Effectiveness and accessibility of services in the municipality/area of operation: Municipal health services - home nursing care

Question

Effectiveness and accessibility of services in the municipality/area of operation: Municipal health services - home nursing care

Frequencies

label	value	n	%	v. %
poor	1	2	0.2	0.3
	2	21	2.5	3.3
	3	214	25.7	33.8
	4	338	40.5	53.3
good	5	59	7.1	9.3
System missing (SYSMIS)	.	200	24.0	–
		834	100.0	100.0

[Q14_2_24] Effectiveness and accessibility of services in the municipality/area of operation: Municipal health services - school health services

Question

Effectiveness and accessibility of services in the municipality/area of operation: Municipal health services - school health services

Frequencies

label	value	n	%	v. %
poor	1	5	0.6	0.8
	2	39	4.7	6.3
	3	222	26.6	35.8
	4	311	37.3	50.2

(continued on next page)

(cont. from previous page)

label	value	n	%	v. %
good	5	43	5.2	6.9
System missing (SYSMIS)	.	214	25.7	–
		834	100.0	100.0

[Q14_2_25] Effectiveness and accessibility of services in the municipality/area of operation: Municipal health services - student health services

Question

Effectiveness and accessibility of services in the municipality/area of operation: Municipal health services - student health services

Frequencies

label	value	n	%	v. %
poor	1	8	1.0	1.6
	2	41	4.9	8.3
	3	227	27.2	45.8
	4	198	23.7	39.9
good	5	22	2.6	4.4
System missing (SYSMIS)	.	338	40.5	–
		834	100.0	100.0

[Q14_2_26] Effectiveness and accessibility of services in the municipality/area of operation: Municipal health services - in-patient care in primary health care units

Question

Effectiveness and accessibility of services in the municipality/area of operation: Municipal health services - in-patient care in primary health care units

Frequencies

label	value	n	%	v. %
poor	1	2	0.2	0.3
	2	30	3.6	4.9
	3	220	26.4	36.1
	4	291	34.9	47.8

(continued on next page)

2. Variables

(cont. from previous page)

label	value	n	%	v. %
good	5	66	7.9	10.8
System missing (SYSMIS)	.	225	27.0	–
		834	100.0	100.0

[Q14_2_27] Effectiveness and accessibility of services in the municipality/area of operation: Municipal health services - in-patient care in hospitals

Question

Effectiveness and accessibility of services in the municipality/area of operation: Municipal health services - in-patient care in hospitals

Frequencies

label	value	n	%	v. %
poor	1	6	0.7	1.0
	2	46	5.5	7.7
	3	219	26.3	36.7
	4	275	33.0	46.1
good	5	50	6.0	8.4
System missing (SYSMIS)	.	238	28.5	–
		834	100.0	100.0

[Q14_2_28] Effectiveness and accessibility of services in the municipality/area of operation: Municipal health services - health centre wards

Question

Effectiveness and accessibility of services in the municipality/area of operation: Municipal health services - health centre wards

Frequencies

label	value	n	%	v. %
poor	1	4	0.5	0.7
	2	39	4.7	6.5
	3	212	25.4	35.2
	4	285	34.2	47.3

(continued on next page)

(cont. from previous page)

label	value	n	%	v. %
good	5	63	7.6	10.4
System missing (SYSMIS)	.	231	27.7	–
		834	100.0	100.0

[Q14_2_29] Effectiveness and accessibility of services in the municipality/area of operation: Municipal health services - occupational health services

Question

Effectiveness and accessibility of services in the municipality/area of operation: Municipal health services - occupational health services

Frequencies

label	value	n	%	v. %
poor	1	5	0.6	0.8
	2	56	6.7	8.8
	3	238	28.5	37.5
	4	286	34.3	45.1
good	5	49	5.9	7.7
System missing (SYSMIS)	.	200	24.0	–
		834	100.0	100.0

[Q14_2_30] Effectiveness and accessibility of services in the municipality/area of operation: Municipal health services - laboratory tests and x-rays

Question

Effectiveness and accessibility of services in the municipality/area of operation: Municipal health services - laboratory tests and x-rays

Frequencies

label	value	n	%	v. %
poor	1	1	0.1	0.2
	2	13	1.6	2.1

(continued on next page)

2. Variables

(cont. from previous page)

label	value	n	%	v. %
	3	185	22.2	30.2
	4	333	39.9	54.3
good	5	81	9.7	13.2
System missing (SYSMIS)	.	221	26.5	–
		834	100.0	100.0

[Q14_2_31] Effectiveness and accessibility of services in the municipality/area of operation: Municipal health services - physiotherapy

Question

Effectiveness and accessibility of services in the municipality/area of operation: Municipal health services - physiotherapy

Frequencies

label	value	n	%	v. %
poor	1	3	0.4	0.5
	2	56	6.7	9.1
	3	237	28.4	38.6
	4	280	33.6	45.6
good	5	38	4.6	6.2
System missing (SYSMIS)	.	220	26.4	–
		834	100.0	100.0

[Q14_2_32] Effectiveness and accessibility of services in the municipality/area of operation: Municipal health services - dental care

Question

Effectiveness and accessibility of services in the municipality/area of operation: Municipal health services - dental care

Frequencies

label	value	n	%	v. %
poor	1	4	0.5	0.6
	2	40	4.8	6.3
	3	196	23.5	30.8

(continued on next page)

(cont. from previous page)

label	value	n	%	v. %
	4	285	34.2	44.8
good	5	111	13.3	17.5
System missing (SYSMIS)	.	198	23.7	–
		834	100.0	100.0

[Q14_2_33] Effectiveness and accessibility of services in the municipality/area of operation: Municipal health services - psychiatric outpatient services

Question

Effectiveness and accessibility of services in the municipality/area of operation: Municipal health services - psychiatric outpatient services

Frequencies

label	value	n	%	v. %
poor	1	16	1.9	2.6
	2	143	17.1	23.3
	3	225	27.0	36.6
	4	201	24.1	32.7
good	5	30	3.6	4.9
System missing (SYSMIS)	.	219	26.3	–
		834	100.0	100.0

[Q14_2_34] Effectiveness and accessibility of services in the municipality/area of operation: Municipal health services - psychiatric in-patient services

Question

Effectiveness and accessibility of services in the municipality/area of operation: Municipal health services - psychiatric in-patient services

Frequencies

label	value	n	%	v. %
poor	1	18	2.2	3.0

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2. Variables

(cont. from previous page)

label	value	n	%	v. %
	2	110	13.2	18.5
	3	252	30.2	42.5
	4	190	22.8	32.0
good	5	23	2.8	3.9
System missing (SYSMIS)	.	241	28.9	–
		834	100.0	100.0

[Q14_2_35] Effectiveness and accessibility of services in the municipality/area of operation: Services of the Social Insurance Institution - guidance, counselling and information dissemination

Question

Effectiveness and accessibility of services in the municipality/area of operation: Services of the Social Insurance Institution - guidance, counselling and information dissemination

Frequencies

label	value	n	%	v. %
poor	1	11	1.3	1.8
	2	48	5.8	7.8
	3	235	28.2	38.3
	4	279	33.5	45.4
good	5	41	4.9	6.7
System missing (SYSMIS)	.	220	26.4	–
		834	100.0	100.0

[Q14_2_36] Effectiveness and accessibility of services in the municipality/area of operation: Services of the Social Insurance Institution - unemployment benefits

Question

Effectiveness and accessibility of services in the municipality/area of operation: Services of the Social Insurance Institution - unemployment benefits

Frequencies

label	value	n	%	v. %
poor	1	8	1.0	1.3
	2	50	6.0	8.3
	3	241	28.9	39.8
	4	270	32.4	44.6
good	5	37	4.4	6.1
System missing (SYSMIS)	.	228	27.3	–
		834	100.0	100.0

[Q14_2_37] Effectiveness and accessibility of services in the municipality/area of operation: Services of the Social Insurance Institution - pensions

Question

Effectiveness and accessibility of services in the municipality/area of operation: Services of the Social Insurance Institution - pensions

Frequencies

label	value	n	%	v. %
poor	1	1	0.1	0.2
	2	17	2.0	2.8
	3	243	29.1	40.3
	4	290	34.8	48.1
good	5	52	6.2	8.6
System missing (SYSMIS)	.	231	27.7	–
		834	100.0	100.0

[Q14_2_38] Effectiveness and accessibility of services in the municipality/area of operation: Services of the Social Insurance Institution - sickness allowance/benefit

Question

Effectiveness and accessibility of services in the municipality/area of operation: Services of the Social Insurance Institution - sickness allowance/benefit

Frequencies

label	value	n	%	v. %
poor	1	9	1.1	1.5
	2	30	3.6	4.9

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2. Variables

(cont. from previous page)

label	value	n	%	v. %
	3	256	30.7	42.0
	4	275	33.0	45.1
good	5	40	4.8	6.6
System missing (SYSMIS)	.	224	26.9	–
		834	100.0	100.0

[Q14_2_39] Effectiveness and accessibility of services in the municipality/area of operation: Services of the Social Insurance Institution - reimbursement of medical costs

Question

Effectiveness and accessibility of services in the municipality/area of operation: Services of the Social Insurance Institution - reimbursement of medical costs

Frequencies

label	value	n	%	v. %
poor	1	8	1.0	1.3
	2	46	5.5	7.6
	3	261	31.3	43.1
	4	252	30.2	41.6
good	5	39	4.7	6.4
System missing (SYSMIS)	.	228	27.3	–
		834	100.0	100.0

[Q14_2_40] Effectiveness and accessibility of services in the municipality/area of operation: Services of the Social Insurance Institution - rehabilitation

Question

Effectiveness and accessibility of services in the municipality/area of operation: Services of the Social Insurance Institution - rehabilitation

Frequencies

label	value	n	%	v. %
poor	1	6	0.7	1.0

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(cont. from previous page)

label	value	n	%	v. %
	2	60	7.2	9.8
	3	271	32.5	44.3
	4	249	29.9	40.7
good	5	26	3.1	4.2
System missing (SYSMIS)	.	222	26.6	–
		834	100.0	100.0

[Q14_2_41] Effectiveness and accessibility of services in the municipality/area of operation: Services of the Social Insurance Institution - benefits for families

Question

Effectiveness and accessibility of services in the municipality/area of operation: Services of the Social Insurance Institution - benefits for families

Frequencies

label	value	n	%	v. %
poor	1	0	0.0	0.0
	2	15	1.8	2.6
	3	260	31.2	44.2
	4	271	32.5	46.1
good	5	42	5.0	7.1
System missing (SYSMIS)	.	246	29.5	–
		834	100.0	100.0

[Q14_2_42] Effectiveness and accessibility of services in the municipality/area of operation: Services of the Social Insurance Institution - housing allowance

Question

Effectiveness and accessibility of services in the municipality/area of operation: Services of the Social Insurance Institution - housing allowance

Frequencies

2. Variables

label	value	n	%	v. %
poor	1	2	0.2	0.3
	2	21	2.5	3.6
	3	248	29.7	42.2
	4	272	32.6	46.3
good	5	44	5.3	7.5
System missing (SYSMIS)	.	247	29.6	–
		834	100.0	100.0

[Q14_2_43] Effectiveness and accessibility of services in the municipality/area of operation: Services of employment offices - guidance, counselling and information dissemination

Question

Effectiveness and accessibility of services in the municipality/area of operation: Services of employment offices - guidance, counselling and information dissemination

Frequencies

label	value	n	%	v. %
poor	1	10	1.2	1.7
	2	46	5.5	7.9
	3	264	31.7	45.5
	4	243	29.1	41.9
good	5	17	2.0	2.9
System missing (SYSMIS)	.	254	30.5	–
		834	100.0	100.0

[Q14_2_44] Effectiveness and accessibility of services in the municipality/area of operation: Services of employment offices - subsidised employment

Question

Effectiveness and accessibility of services in the municipality/area of operation: Services of employment offices - subsidised employment

Frequencies

label	value	n	%	v. %
poor	1	17	2.0	3.0

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(cont. from previous page)

label	value	n	%	v. %
	2	77	9.2	13.5
	3	266	31.9	46.5
	4	196	23.5	34.3
good	5	16	1.9	2.8
System missing (SYSMIS)	.	262	31.4	–
		834	100.0	100.0

[Q14_2_45] Effectiveness and accessibility of services in the municipality/area of operation: Services of employment offices - vocational guidance and career counselling

Question

Effectiveness and accessibility of services in the municipality/area of operation: Services of employment offices - vocational guidance and career counselling

Frequencies

label	value	n	%	v. %
poor	1	11	1.3	2.0
	2	77	9.2	14.2
	3	259	31.1	47.7
	4	179	21.5	33.0
good	5	17	2.0	3.1
System missing (SYSMIS)	.	291	34.9	–
		834	100.0	100.0

[Q14_2_46] Effectiveness and accessibility of services in the municipality/area of operation: Services of employment offices - government-funded labour market training

Question

Effectiveness and accessibility of services in the municipality/area of operation: Services of employment offices - government-funded labour market training

Frequencies

2. Variables

label	value	n	%	v. %
poor	1	10	1.2	1.8
	2	57	6.8	10.1
	3	258	30.9	45.7
	4	218	26.1	38.7
good	5	21	2.5	3.7
System missing (SYSMIS)	.	270	32.4	–
		834	100.0	100.0

[Q14_2_47] Effectiveness and accessibility of services in the municipality/area of operation: Services of employment offices - vocational rehabilitation services

Question

Effectiveness and accessibility of services in the municipality/area of operation: Services of employment offices - vocational rehabilitation services

Frequencies

label	value	n	%	v. %
poor	1	18	2.2	3.3
	2	81	9.7	14.7
	3	291	34.9	52.9
	4	152	18.2	27.6
good	5	8	1.0	1.5
System missing (SYSMIS)	.	284	34.1	–
		834	100.0	100.0

[Q14_2_48] Effectiveness and accessibility of services in the municipality/area of operation: Services of employment offices - employment services for job seekers

Question

Effectiveness and accessibility of services in the municipality/area of operation: Services of employment offices - employment services for job seekers

Frequencies

label	value	n	%	v. %
poor	1	17	2.0	3.0

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(cont. from previous page)

label	value	n	%	v. %
	2	70	8.4	12.4
	3	273	32.7	48.5
	4	190	22.8	33.7
good	5	13	1.6	2.3
System missing (SYSMIS)	.	271	32.5	–
		834	100.0	100.0

[Q14_2_49] Effectiveness and accessibility of services in the municipality/area of operation: Services of employment offices - recruitment services for employers

Question

Effectiveness and accessibility of services in the municipality/area of operation: Services of employment offices - recruitment services for employers

Frequencies

label	value	n	%	v. %
poor	1	17	2.0	3.3
	2	51	6.1	9.9
	3	258	30.9	50.0
	4	174	20.9	33.7
good	5	16	1.9	3.1
System missing (SYSMIS)	.	318	38.1	–
		834	100.0	100.0

[Q14_2_50] Effectiveness and accessibility of services in the municipality/area of operation: Private social and health services - general health services

Question

Effectiveness and accessibility of services in the municipality/area of operation: Private social and health services - general health services

Frequencies

2. Variables

label	value	n	%	v. %
poor	1	30	3.6	6.1
	2	39	4.7	7.9
	3	207	24.8	41.8
	4	191	22.9	38.6
good	5	28	3.4	5.7
System missing (SYSMIS)	.	339	40.6	–
		834	100.0	100.0

[Q14_2_51] Effectiveness and accessibility of services in the municipality/area of operation: Private social and health services - medical specialists' surgery

Question

Effectiveness and accessibility of services in the municipality/area of operation: Private social and health services - medical specialists' surgery

Frequencies

label	value	n	%	v. %
poor	1	32	3.8	6.2
	2	39	4.7	7.5
	3	178	21.3	34.4
	4	226	27.1	43.7
good	5	42	5.0	8.1
System missing (SYSMIS)	.	317	38.0	–
		834	100.0	100.0

[Q14_2_52] Effectiveness and accessibility of services in the municipality/area of operation: Private social and health services - services for children

Question

Effectiveness and accessibility of services in the municipality/area of operation: Private social and health services - services for children

Frequencies

label	value	n	%	v. %
poor	1	23	2.8	5.0

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(cont. from previous page)

label	value	n	%	v. %
	2	57	6.8	12.4
	3	225	27.0	49.0
	4	143	17.1	31.2
good	5	11	1.3	2.4
System missing (SYSMIS)	.	375	45.0	–
		834	100.0	100.0

[Q14_2_53] Effectiveness and accessibility of services in the municipality/area of operation: Private social and health services - services for the elderly

Question

Effectiveness and accessibility of services in the municipality/area of operation: Private social and health services - services for the elderly

Frequencies

label	value	n	%	v. %
poor	1	22	2.6	4.2
	2	48	5.8	9.1
	3	223	26.7	42.4
	4	210	25.2	39.9
good	5	23	2.8	4.4
System missing (SYSMIS)	.	308	36.9	–
		834	100.0	100.0

[Q14_2_54] Effectiveness and accessibility of services in the municipality/area of operation: Private social and health services - services for disabled persons

Question

Effectiveness and accessibility of services in the municipality/area of operation: Private social and health services - services for disabled persons

Frequencies

2. Variables

label	value	n	%	v. %
poor	1	26	3.1	5.8
	2	62	7.4	13.9
	3	247	29.6	55.3
	4	109	13.1	24.4
good	5	3	0.4	0.7
System missing (SYSMIS)	.	387	46.4	–
		834	100.0	100.0

[Q14_2_55] Effectiveness and accessibility of services in the municipality/area of operation: Private social and health services - services for persons with substance misuse problems

Question

Effectiveness and accessibility of services in the municipality/area of operation: Private social and health services - services for persons with substance misuse problems

Frequencies

label	value	n	%	v. %
poor	1	50	6.0	11.5
	2	116	13.9	26.7
	3	197	23.6	45.4
	4	68	8.2	15.7
good	5	3	0.4	0.7
System missing (SYSMIS)	.	400	48.0	–
		834	100.0	100.0

[Q14_2_56] Effectiveness and accessibility of services in the municipality/area of operation: Private social and health services - mental health services

Question

Effectiveness and accessibility of services in the municipality/area of operation: Private social and health services - mental health services

Frequencies

label	value	n	%	v. %
poor	1	40	4.8	8.9

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(cont. from previous page)

label	value	n	%	v. %
	2	97	11.6	21.7
	3	210	25.2	47.0
	4	91	10.9	20.4
good	5	9	1.1	2.0
System missing (SYSMIS)	.	387	46.4	–
		834	100.0	100.0

[Q15_1] What kind of impact do these policies have on the wellbeing of citizens/inhabitants of municipalities: Municipal social and health policy

Question

What kind of impact do these policies have on the wellbeing of citizens/inhabitants of municipalities: Municipal social and health policy

Frequencies

label	value	n	%	v. %
small impact	1	1	0.1	0.1
	2	24	2.9	3.4
	3	96	11.5	13.4
	4	428	51.3	59.8
big impact	5	167	20.0	23.3
System missing (SYSMIS)	.	118	14.1	–
		834	100.0	100.0

[Q15_2] What kind of impact do these policies have on the wellbeing of citizens/inhabitants of municipalities: Regional social and health policy

Question

What kind of impact do these policies have on the wellbeing of citizens/inhabitants of municipalities: Regional social and health policy

Frequencies

label	value	n	%	v. %
small impact	1	24	2.9	3.4
	2	130	15.6	18.2

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2. Variables

(cont. from previous page)

label	value	n	%	v. %
	3	296	35.5	41.4
	4	224	26.9	31.3
big impact	5	41	4.9	5.7
System missing (SYSMIS)	.	119	14.3	–
		834	100.0	100.0

[Q15_3] What kind of impact do these policies have on the wellbeing of citizens/inhabitants of municipalities: National social and health policy

Question

What kind of impact do these policies have on the wellbeing of citizens/inhabitants of municipalities: National social and health policy

Frequencies

label	value	n	%	v. %
small impact	1	7	0.8	1.0
	2	66	7.9	9.2
	3	235	28.2	32.9
	4	309	37.1	43.3
big impact	5	97	11.6	13.6
System missing (SYSMIS)	.	120	14.4	–
		834	100.0	100.0

[Q15_4] What kind of impact do these policies have on the wellbeing of citizens/inhabitants of municipalities: Social and health policy of the European Union

Question

What kind of impact do these policies have on the wellbeing of citizens/inhabitants of municipalities: Social and health policy of the European Union

Frequencies

label	value	n	%	v. %
small impact	1	128	15.3	18.1
	2	247	29.6	34.9

(continued on next page)

(cont. from previous page)

label	value	n	%	v. %
	3	247	29.6	34.9
	4	75	9.0	10.6
big impact	5	11	1.3	1.6
System missing (SYSMIS)	.	126	15.1	–
		834	100.0	100.0

[Q17_1] How big an impact has migration had on the municipality/area of operation?

Question

How big an impact has migration had on the municipality/area of operation?

Frequencies

label	value	n	%	v. %
small impact	1	28	3.4	3.9
	2	85	10.2	11.8
	3	177	21.2	24.5
	4	270	32.4	37.4
big impact	5	161	19.3	22.3
System missing (SYSMIS)	.	113	13.5	–
		834	100.0	100.0

[Q17_2] What kind of impact has migration had on the municipality/area of operation?

Question

What kind of impact has migration had on the municipality/area of operation?

Frequencies

label	value	n	%	v. %
negative	1	152	18.2	21.2
	2	252	30.2	35.1
	3	199	23.9	27.8
	4	97	11.6	13.5
positive	5	17	2.0	2.4

(continued on next page)

2. Variables

(cont. from previous page)

label	value	n	%	v. %
System missing (SYSMIS)	.	117	14.0	–
		834	100.0	100.0

[Q18_1] Importance of the third sector in your municipality/area of operation in: Providing participation opportunities

Question

Importance of the third sector in your municipality/area of operation in: Providing participation opportunities

Frequencies

label	value	n	%	v. %
not very important	1	48	5.8	6.8
	2	136	16.3	19.1
	3	252	30.2	35.4
	4	241	28.9	33.9
very important	5	34	4.1	4.8
System missing (SYSMIS)	.	123	14.7	–
		834	100.0	100.0

[Q18_2] Importance of the third sector in your municipality/area of operation in: Service production of voluntary organisations

Question

Importance of the third sector in your municipality/area of operation in: Service production of voluntary organisations

Frequencies

label	value	n	%	v. %
not very important	1	67	8.0	9.4
	2	235	28.2	33.1
	3	271	32.5	38.2
	4	128	15.3	18.0
very important	5	9	1.1	1.3
System missing (SYSMIS)	.	124	14.9	–

(continued on next page)

(cont. from previous page)

label	value	n	%	v. %
		834	100.0	100.0

[Q18_3] Importance of the third sector in your municipality/area of operation in: Peer support (between people in the same situation)

Question

Importance of the third sector in your municipality/area of operation in: Peer support (between people in the same situation)

Frequencies

label	value	n	%	v. %
not very important	1	44	5.3	6.2
	2	167	20.0	23.5
	3	289	34.7	40.7
	4	186	22.3	26.2
very important	5	24	2.9	3.4
System missing (SYSMIS)	.	124	14.9	–
		834	100.0	100.0

[Q18_4] Importance of the third sector in your municipality/area of operation in: Functioning as part of social services

Question

Importance of the third sector in your municipality/area of operation in: Functioning as part of social services

Frequencies

label	value	n	%	v. %
not very important	1	94	11.3	13.2
	2	264	31.7	37.1
	3	228	27.3	32.0
	4	118	14.1	16.6
very important	5	8	1.0	1.1
System missing (SYSMIS)	.	122	14.6	–
		834	100.0	100.0

[Q18_5] Importance of the third sector in your municipality/area of operation in: Functioning as part of health services

Question

Importance of the third sector in your municipality/area of operation in: Functioning as part of health services

Frequencies

label	value	n	%	v. %
not very important	1	204	24.5	28.7
	2	294	35.3	41.4
	3	167	20.0	23.5
	4	43	5.2	6.0
very important	5	3	0.4	0.4
System missing (SYSMIS)	.	123	14.7	–
		834	100.0	100.0

[Q18_6] Importance of the third sector in your municipality/area of operation in: Maintaining employment

Question

Importance of the third sector in your municipality/area of operation in: Maintaining employment

Frequencies

label	value	n	%	v. %
not very important	1	179	21.5	25.2
	2	271	32.5	38.2
	3	182	21.8	25.6
	4	71	8.5	10.0
very important	5	7	0.8	1.0
System missing (SYSMIS)	.	124	14.9	–
		834	100.0	100.0

[Q18_7] Importance of the third sector in your municipality/area of operation in: Securing income

Question

Importance of the third sector in your municipality/area of operation in: Securing income

Frequencies

label	value	n	%	v. %
not very important	1	243	29.1	34.2
	2	317	38.0	44.6
	3	128	15.3	18.0
	4	21	2.5	3.0
very important	5	1	0.1	0.1
System missing (SYSMIS)	.	124	14.9	–
		834	100.0	100.0

[Q18_8] Importance of the third sector in your municipality/area of operation in: Recreational and leisure activities**Question**

Importance of the third sector in your municipality/area of operation in: Recreational and leisure activities

Frequencies

label	value	n	%	v. %
not very important	1	14	1.7	2.0
	2	50	6.0	7.0
	3	218	26.1	30.7
	4	334	40.0	47.0
very important	5	95	11.4	13.4
System missing (SYSMIS)	.	123	14.7	–
		834	100.0	100.0

[Q18D_1_1] General importance of the third sector in: Providing participation opportunities**Question**

General importance of the third sector in: Providing participation opportunities

Frequencies

label	value	n	%	v. %
not very important	1	3	0.4	3.0

(continued on next page)

2. Variables

(cont. from previous page)

label	value	n	%	v. %
	2	10	1.2	9.9
	3	25	3.0	24.8
	4	44	5.3	43.6
very important	5	19	2.3	18.8
System missing (SYSMIS)	.	733	87.9	–
		834	100.0	100.0

[Q18D_1_2] General importance of the third sector in: Service provision of voluntary organisations

Question

General importance of the third sector in: Service provision of voluntary organisations

Frequencies

label	value	n	%	v. %
not very important	1	1	0.1	1.0
	2	15	1.8	14.9
	3	36	4.3	35.6
	4	33	4.0	32.7
very important	5	16	1.9	15.8
System missing (SYSMIS)	.	733	87.9	–
		834	100.0	100.0

[Q18D_1_3] General importance of the third sector in: Peer support (between people in the same situation)

Question

General importance of the third sector in: Peer support (between people in the same situation)

Frequencies

label	value	n	%	v. %
not very important	1	1	0.1	1.0
	2	9	1.1	9.2
	3	23	2.8	23.5
	4	38	4.6	38.8

(continued on next page)

(cont. from previous page)

label	value	n	%	v. %
very important	5	27	3.2	27.6
System missing (SYSMIS)	.	736	88.2	–
		834	100.0	100.0

[Q18D_1_4] General importance of the third sector in: Functioning as part of social services

Question

General importance of the third sector in: Functioning as part of social services

Frequencies

label	value	n	%	v. %
not very important	1	1	0.1	1.0
	2	15	1.8	14.9
	3	37	4.4	36.6
	4	35	4.2	34.7
very important	5	13	1.6	12.9
System missing (SYSMIS)	.	733	87.9	–
		834	100.0	100.0

[Q18D_1_5] General importance of the third sector in: Functioning as part of health services

Question

General importance of the third sector in: Functioning as part of health services

Frequencies

label	value	n	%	v. %
not very important	1	9	1.1	8.9
	2	33	4.0	32.7
	3	28	3.4	27.7
	4	27	3.2	26.7
very important	5	4	0.5	4.0
System missing (SYSMIS)	.	733	87.9	–
		834	100.0	100.0

[Q18D_1_6] General importance of the third sector in: Maintaining employment

Question

General importance of the third sector in: Maintaining employment

Frequencies

label	value	n	%	v. %
not very important	1	19	2.3	18.8
	2	40	4.8	39.6
	3	32	3.8	31.7
	4	10	1.2	9.9
very important	5	0	0.0	0.0
System missing (SYSMIS)	.	733	87.9	–
		834	100.0	100.0

[Q18D_1_7] General importance of the third sector in: Securing income

Question

General importance of the third sector in: Securing income

Frequencies

label	value	n	%	v. %
not very important	1	42	5.0	41.6
	2	35	4.2	34.7
	3	19	2.3	18.8
	4	5	0.6	5.0
very important	5	0	0.0	0.0
System missing (SYSMIS)	.	733	87.9	–
		834	100.0	100.0

[Q18D_1_8] General importance of the third sector in: Recreational and leisure activities

Question

General importance of the third sector in: Recreational and leisure activities

Frequencies

label	value	n	%	v. %
not very important	1	1	0.1	1.0
	2	3	0.4	3.0
	3	22	2.6	21.8
	4	48	5.8	47.5
very important	5	27	3.2	26.7
System missing (SYSMIS)	.	733	87.9	–
		834	100.0	100.0

[Q18D_2_1] Importance of your organisation in: Providing participation opportunities

Question

Importance of your organisation in: Providing participation opportunities

Frequencies

label	value	n	%	v. %
not very important	1	15	1.8	14.4
	2	20	2.4	19.2
	3	18	2.2	17.3
	4	33	4.0	31.7
very important	5	18	2.2	17.3
System missing (SYSMIS)	.	730	87.5	–
		834	100.0	100.0

[Q18D_2_2] Importance of your organisation in: Service productions of voluntary organisations

Question

Importance of your organisation in: Service productions of voluntary organisations

Frequencies

label	value	n	%	v. %
not very important	1	13	1.6	12.5
	2	15	1.8	14.4
	3	33	4.0	31.7
	4	27	3.2	26.0
very important	5	16	1.9	15.4

(continued on next page)

2. Variables

(cont. from previous page)

label	value	n	%	v. %
System missing (SYSMIS)	.	730	87.5	–
		834	100.0	100.0

[Q18D_2_3] Importance of your organisation in: Peer support (between people in the same situation)

Question

Importance of your organisation in: Peer support (between people in the same situation)

Frequencies

label	value	n	%	v. %
not very important	1	11	1.3	10.8
	2	8	1.0	7.8
	3	23	2.8	22.5
	4	30	3.6	29.4
very important	5	30	3.6	29.4
System missing (SYSMIS)	.	732	87.8	–
		834	100.0	100.0

[Q18D_2_4] Importance of your organisation in: Functioning as part of social services

Question

Importance of your organisation in: Functioning as part of social services

Frequencies

label	value	n	%	v. %
not very important	1	18	2.2	17.8
	2	24	2.9	23.8
	3	23	2.8	22.8
	4	26	3.1	25.7
very important	5	10	1.2	9.9
System missing (SYSMIS)	.	733	87.9	–
		834	100.0	100.0

[Q18D_2_5] Importance of your organisation in: Functioning as part of health services

Question

Importance of your organisation in: Functioning as part of health services

Frequencies

label	value	n	%	v. %
not very important	1	36	4.3	35.6
	2	17	2.0	16.8
	3	21	2.5	20.8
	4	20	2.4	19.8
very important	5	7	0.8	6.9
System missing (SYSMIS)	.	733	87.9	–
		834	100.0	100.0

[Q18D_2_6] Importance of your organisation in: Maintaining employment

Question

Importance of your organisation in: Maintaining employment

Frequencies

label	value	n	%	v. %
not very important	1	53	6.4	53.0
	2	26	3.1	26.0
	3	11	1.3	11.0
	4	8	1.0	8.0
very important	5	2	0.2	2.0
System missing (SYSMIS)	.	734	88.0	–
		834	100.0	100.0

[Q18D_2_7] Importance of your organisation in: Securing income

Question

Importance of your organisation in: Securing income

Frequencies

2. Variables

label	value	n	%	v. %
not very important	1	68	8.2	68.7
	2	19	2.3	19.2
	3	6	0.7	6.1
	4	6	0.7	6.1
very important	5	0	0.0	0.0
System missing (SYSMIS)	.	735	88.1	–
		834	100.0	100.0

[Q18D_2_8] Importance of your organisation in: Recreational and leisure activities

Question

Importance of your organisation in: Recreational and leisure activities

Frequencies

label	value	n	%	v. %
not very important	1	16	1.9	15.5
	2	16	1.9	15.5
	3	17	2.0	16.5
	4	24	2.9	23.3
very important	5	30	3.6	29.1
System missing (SYSMIS)	.	731	87.6	–
		834	100.0	100.0

[Q19_1] In your opinion, how well are the following social rights met in the municipality/area of operation: Minimum income

Question

In your opinion, how well are the following social rights met in the municipality/area of operation: Minimum income

Frequencies

label	value	n	%	v. %
poorly	1	13	1.6	1.6
	2	88	10.6	10.7
	3	307	36.8	37.3
	4	361	43.3	43.8

(continued on next page)

(cont. from previous page)

label	value	n	%	v. %
well	5	55	6.6	6.7
System missing (SYSMIS)	.	10	1.2	–
		834	100.0	100.0

[Q19_2] In your opinion, how well are the following social rights met in the municipality/area of operation: Adequate social and health services

Question

In your opinion, how well are the following social rights met in the municipality/area of operation: Adequate social and health services

Frequencies

label	value	n	%	v. %
poorly	1	10	1.2	1.2
	2	86	10.3	10.4
	3	286	34.3	34.7
	4	381	45.7	46.2
well	5	61	7.3	7.4
System missing (SYSMIS)	.	10	1.2	–
		834	100.0	100.0

[Q20_1_1] In your opinion, how well can the social rights of inhabitants in the municipality /citizens in the area of operation be ensured?

Question

In your opinion, how well can the social rights of inhabitants in the municipality /citizens in the area of operation be ensured?

Frequencies

label	value	n	%	v. %
poorly	1	3	0.4	0.4
	2	94	11.3	11.5
	3	291	34.9	35.5
	4	385	46.2	47.0
well	5	47	5.6	5.7

(continued on next page)

2. Variables

(cont. from previous page)

label	value	n	%	v. %
System missing (SYSMIS)	.	14	1.7	–
		834	100.0	100.0

[Q20_2_1] If the social rights are not fully met in your municipality/area of operation, to what extent do the following factors contribute to the fact: Insufficient financial resources

Question

If the social rights are not fully met in your municipality/area of operation, to what extent do the following factors contribute to the fact: Insufficient financial resources

Frequencies

label	value	n	%	v. %
not very much	1	16	1.9	2.2
	2	79	9.5	10.7
	3	160	19.2	21.7
	4	350	42.0	47.4
a great deal	5	134	16.1	18.1
System missing (SYSMIS)	.	95	11.4	–
		834	100.0	100.0

[Q20_2_2] If the social rights are not fully met in your municipality/area of operation, to what extent do the following factors contribute to the fact: Difficulty to determine who is entitled to the right

Question

If the social rights are not fully met in your municipality/area of operation, to what extent do the following factors contribute to the fact: Difficulty to determine who is entitled to the right

Frequencies

label	value	n	%	v. %
not very much	1	103	12.4	14.2
	2	249	29.9	34.3
	3	253	30.3	34.8

(continued on next page)

(cont. from previous page)

label	value	n	%	v. %
	4	114	13.7	15.7
a great deal	5	8	1.0	1.1
System missing (SYSMIS)	.	107	12.8	–
		834	100.0	100.0

[Q20_2_3] If the social rights are not fully met in your municipality/area of operation, to what extent do the following factors contribute to the fact: No mechanism to implement the right

Question

If the social rights are not fully met in your municipality/area of operation, to what extent do the following factors contribute to the fact: No mechanism to implement the right

Frequencies

label	value	n	%	v. %
not very much	1	56	6.7	7.8
	2	165	19.8	22.9
	3	307	36.8	42.6
	4	169	20.3	23.4
a great deal	5	24	2.9	3.3
System missing (SYSMIS)	.	113	13.5	–
		834	100.0	100.0

[Q23] How well is the citizens' right to justice met in the municipality/area of operation?

Question

How well is the citizens' right to justice met in the municipality/area of operation?

Frequencies

label	value	n	%	v. %
poorly	1	7	0.8	0.9
	2	53	6.4	6.5
	3	243	29.1	29.7
	4	462	55.4	56.5

(continued on next page)

2. Variables

(cont. from previous page)

label	value	n	%	v. %
well	5	53	6.4	6.5
System missing (SYSMIS)	.	16	1.9	–
		834	100.0	100.0

[Q24_1] Availability of legal services for inhabitants of the municipality/citizens in the area of operation: Private legal services

Question

Availability of legal services for inhabitants of the municipality/citizens in the area of operation: Private legal services

Frequencies

label	value	n	%	v. %
poor	1	44	5.3	5.5
	2	83	10.0	10.3
	3	162	19.4	20.1
	4	343	41.1	42.5
good	5	175	21.0	21.7
System missing (SYSMIS)	.	27	3.2	–
		834	100.0	100.0

[Q24_2] Availability of legal services for inhabitants of the municipality/citizens in the area of operation: Municipal legal aid

Question

Availability of legal services for inhabitants of the municipality/citizens in the area of operation: Municipal legal aid

Frequencies

label	value	n	%	v. %
poor	1	24	2.9	3.0
	2	146	17.5	18.1
	3	310	37.2	38.5
	4	270	32.4	33.5
good	5	55	6.6	6.8

(continued on next page)

(cont. from previous page)

label	value	n	%	v. %
System missing (SYSMIS)	.	29	3.5	–
		834	100.0	100.0

[Q24_3] Availability of legal services for inhabitants of the municipality/citizens in the area of operation: Patient ombudsman

Question

Availability of legal services for inhabitants of the municipality/citizens in the area of operation: Patient ombudsman

Frequencies

label	value	n	%	v. %
poor	1	34	4.1	4.2
	2	134	16.1	16.7
	3	315	37.8	39.3
	4	260	31.2	32.4
good	5	59	7.1	7.4
System missing (SYSMIS)	.	32	3.8	–
		834	100.0	100.0

[Q25] In your opinion, how necessary is a social ombudsman in your municipality/area of operation from the viewpoint of citizens?

Question

In your opinion, how necessary is a social ombudsman in your municipality/area of operation from the viewpoint of citizens?

Frequencies

label	value	n	%	v. %
not very necessary	1	60	7.2	7.4
	2	178	21.3	22.1
	3	289	34.7	35.8
	4	226	27.1	28.0
very necessary	5	54	6.5	6.7
System missing (SYSMIS)	.	27	3.2	–

(continued on next page)

2. Variables

(cont. from previous page)

label	value	n	%	v. %
		834	100.0	100.0

[Q26D] What kind of activities does your organisation focus on?

Question

What kind of activities does your organisation focus on?

Frequencies

label	value	n	%	v. %
child welfare, youth work	1	18	2.2	17.0
work for the elderly	2	17	2.0	16.0
work for disabled persons	3	21	2.5	19.8
work for illness-specific groups	4	12	1.4	11.3
work for substance misusers	5	11	1.3	10.4
representing the interests of certain occupational groups	6	4	0.5	3.8
something else	7	23	2.8	21.7
System missing (SYSMIS)	.	728	87.3	–
		834	100.0	100.0

[Q27D] Organisation units

Question

Organisation units

Frequencies

label	value	n	%	v. %
central office	1	23	2.8	22.1
regional or local associations	2	1	0.1	1.0
separate operational units	3	4	0.5	3.8
central office and regional/local associations	4	30	3.6	28.8
central office and separate units	5	18	2.2	17.3
regional/local associations and separate units	6	0	0.0	0.0
all three	7	28	3.4	26.9
System missing (SYSMIS)	.	730	87.5	–
		834	100.0	100.0

[Q28D] Geographical locations of the organisation units**Question***Geographical locations of the organisation units***Frequencies**

label	value	n	%	v. %
municipalities/one municipality/part of a municipality	1	9	1.1	8.5
one region or province	2	3	0.4	2.8
nationwide	3	84	10.1	79.2
municipalities and nationwide	5	3	0.4	2.8
regions and nationwide	6	2	0.2	1.9
all three	7	5	0.6	4.7
System missing (SYSMIS)	.	728	87.3	–
		834	100.0	100.0

[Q29D] Economic situation of the organisation in terms of possibility to maintain activities/services at the beginning of the year 2000**Question***Economic situation of the organisation in terms of possibility to maintain activities/services at the beginning of the year 2000***Frequencies**

label	value	n	%	v. %
poor	1	0	0.0	0.0
	2	15	1.8	14.2
	3	37	4.4	34.9
	4	45	5.4	42.5
good	5	9	1.1	8.5
System missing (SYSMIS)	.	728	87.3	–
		834	100.0	100.0

[Q30D_1] Importance to the organisation as a funding source in 1999: Profits from own activities**Question***Importance to the organisation as a funding source in 1999: Profits from own activities*

Frequencies

label	value	n	%	v. %
doesn't apply to our organisation	0	3	0.4	2.9
not very important	1	15	1.8	14.4
	2	18	2.2	17.3
	3	12	1.4	11.5
	4	19	2.3	18.3
very important	5	37	4.4	35.6
System missing (SYSMIS)	.	730	87.5	–
		834	100.0	100.0

[Q30D_2] Importance to the organisation as a funding source in 1999: Slot Machine Association (RAY)**Question**

Importance to the organisation as a funding source in 1999: Slot Machine Association (RAY)

Frequencies

label	value	n	%	v. %
doesn't apply to our organisation	0	10	1.2	9.5
not very important	1	6	0.7	5.7
	2	5	0.6	4.8
	3	9	1.1	8.6
	4	20	2.4	19.0
very important	5	55	6.6	52.4
System missing (SYSMIS)	.	729	87.4	–
		834	100.0	100.0

[Q30D_3] Importance to the organisation as a funding source in 1999: Municipalities**Question**

Importance to the organisation as a funding source in 1999: Municipalities

Frequencies

label	value	n	%	v. %
doesn't apply to our organisation	0	26	3.1	26.0

(continued on next page)

(cont. from previous page)

label	value	n	%	v. %
not very important	1	23	2.8	23.0
	2	20	2.4	20.0
	3	13	1.6	13.0
	4	7	0.8	7.0
very important	5	11	1.3	11.0
System missing (SYSMIS)	.	734	88.0	–
		834	100.0	100.0

[Q30D_4] Importance to the organisation as a funding source in 1999: Ministry of Social Affairs and Health

Question

Importance to the organisation as a funding source in 1999: Ministry of Social Affairs and Health

Frequencies

label	value	n	%	v. %
doesn't apply to our organisation	0	54	6.5	54.5
not very important	1	28	3.4	28.3
	2	13	1.6	13.1
	3	2	0.2	2.0
	4	1	0.1	1.0
very important	5	1	0.1	1.0
System missing (SYSMIS)	.	735	88.1	–
		834	100.0	100.0

[Q30D_5] Importance to the organisation as a funding source in 1999: Other government funding

Question

Importance to the organisation as a funding source in 1999: Other government funding

Frequencies

label	value	n	%	v. %
doesn't apply to our organisation	0	46	5.5	46.0

(continued on next page)

2. Variables

(cont. from previous page)

label	value	n	%	v. %
not very important	1	21	2.5	21.0
	2	14	1.7	14.0
	3	6	0.7	6.0
	4	6	0.7	6.0
very important	5	7	0.8	7.0
System missing (SYSMIS)	.	734	88.0	–
		834	100.0	100.0

[Q30D_6] Importance to the organisation as a funding source in 1999: European Union programmes

Question

Importance to the organisation as a funding source in 1999: European Union programmes

Frequencies

label	value	n	%	v. %
doesn't apply to our organisation	0	45	5.4	44.6
not very important	1	28	3.4	27.7
	2	18	2.2	17.8
	3	7	0.8	6.9
	4	2	0.2	2.0
very important	5	1	0.1	1.0
System missing (SYSMIS)	.	733	87.9	–
		834	100.0	100.0

[Q30D_7] Importance to the organisation as a funding source in 1999: Donations, bequests, etc

Question

Importance to the organisation as a funding source in 1999: Donations, bequests, etc

Frequencies

label	value	n	%	v. %
doesn't apply to our organisation	0	33	4.0	32.4
not very important	1	41	4.9	40.2

(continued on next page)

(cont. from previous page)

label	value	n	%	v. %
	2	11	1.3	10.8
	3	7	0.8	6.9
	4	7	0.8	6.9
very important	5	3	0.4	2.9
System missing (SYSMIS)	.	732	87.8	–
		834	100.0	100.0

[Q31D_1] To what extent does your organisation focus on: Representing the interests of certain group(s)

Question

To what extent does your organisation focus on: Representing the interests of certain group(s)

Frequencies

label	value	n	%	v. %
doesn't apply to our organisation	0	15	1.8	14.2
not much	1	8	1.0	7.5
	2	12	1.4	11.3
	3	8	1.0	7.5
	4	25	3.0	23.6
very much	5	38	4.6	35.8
System missing (SYSMIS)	.	728	87.3	–
		834	100.0	100.0

[Q31D_2] To what extent does your organisation focus on: Acting as a membership organisation

Question

To what extent does your organisation focus on: Acting as a membership organisation

Frequencies

label	value	n	%	v. %
doesn't apply to our organisation	0	20	2.4	19.0
not much	1	15	1.8	14.3
	2	6	0.7	5.7

(continued on next page)

2. Variables

(cont. from previous page)

label	value	n	%	v. %
	3	21	2.5	20.0
	4	15	1.8	14.3
very much	5	28	3.4	26.7
System missing (SYSMIS)	.	729	87.4	–
	834	100.0	100.0	

[Q31D_3] To what extent does your organisation focus on: Maintaining voluntary activities

Question

To what extent does your organisation focus on: Maintaining voluntary activities

Frequencies

label	value	n	%	v. %
doesn't apply to our organisation	0	16	1.9	15.4
not much	1	14	1.7	13.5
	2	17	2.0	16.3
	3	17	2.0	16.3
	4	19	2.3	18.3
very much	5	21	2.5	20.2
System missing (SYSMIS)	.	730	87.5	–
	834	100.0	100.0	

[Q31D_4] To what extent does your organisation focus on: Service provision

Question

To what extent does your organisation focus on: Service provision

Frequencies

label	value	n	%	v. %
doesn't apply to our organisation	0	12	1.4	11.4
not much	1	11	1.3	10.5
	2	8	1.0	7.6
	3	13	1.6	12.4

(continued on next page)

(cont. from previous page)

label	value	n	%	v. %
	4	26	3.1	24.8
very much	5	35	4.2	33.3
System missing (SYSMIS)	.	729	87.4	–
		834	100.0	100.0

[Q31D_5] To what extent does your organisation focus on: Acting as an expert organisation

Question

To what extent does your organisation focus on: Acting as an expert organisation

Frequencies

label	value	n	%	v. %
doesn't apply to our organisation	0	0	0.0	0.0
not much	1	1	0.1	0.9
	2	2	0.2	1.9
	3	16	1.9	15.1
	4	34	4.1	32.1
very much	5	53	6.4	50.0
System missing (SYSMIS)	.	728	87.3	–
		834	100.0	100.0

[Q32D_1] Importance of various forms of activity in the organisation: Rehabilitation and health care services

Question

Importance of various forms of activity in the organisation: Rehabilitation and health care services

Frequencies

label	value	n	%	v. %
don't have this kind of activity	0	26	3.1	24.8
not very important	1	10	1.2	9.5
	2	11	1.3	10.5
	3	11	1.3	10.5

(continued on next page)

2. Variables

(cont. from previous page)

label	value	n	%	v. %
	4	21	2.5	20.0
very important	5	26	3.1	24.8
System missing (SYSMIS)	.	729	87.4	–
		834	100.0	100.0

[Q32D_2] Importance of various forms of activity in the organisation: Home help services

Question

Importance of various forms of activity in the organisation: Home help services

Frequencies

label	value	n	%	v. %
don't have this kind of activity	0	66	7.9	62.9
not very important	1	16	1.9	15.2
	2	6	0.7	5.7
	3	9	1.1	8.6
	4	5	0.6	4.8
very important	5	3	0.4	2.9
System missing (SYSMIS)	.	729	87.4	–
		834	100.0	100.0

[Q32D_3] Importance of various forms of activity in the organisation: Day centres and exemplary employment practices

Question

Importance of various forms of activity in the organisation: Day centres and exemplary employment practices

Frequencies

label	value	n	%	v. %
don't have this kind of activity	0	61	7.3	58.1
not very important	1	16	1.9	15.2
	2	8	1.0	7.6
	3	6	0.7	5.7

(continued on next page)

(cont. from previous page)

label	value	n	%	v. %
	4	10	1.2	9.5
very important	5	4	0.5	3.8
System missing (SYSMIS)	.	729	87.4	–
		834	100.0	100.0

[Q32D_4] Importance of various forms of activity in the organisation: Voluntary and support person work

Question

Importance of various forms of activity in the organisation: Voluntary and support person work

Frequencies

label	value	n	%	v. %
don't have this kind of activity	0	25	3.0	23.8
not very important	1	6	0.7	5.7
	2	15	1.8	14.3
	3	18	2.2	17.1
	4	24	2.9	22.9
very important	5	17	2.0	16.2
System missing (SYSMIS)	.	729	87.4	–
		834	100.0	100.0

[Q32D_5] Importance of various forms of activity in the organisation: Recreational and holiday activities

Question

Importance of various forms of activity in the organisation: Recreational and holiday activities

Frequencies

label	value	n	%	v. %
don't have this kind of activity	0	30	3.6	28.6
not very important	1	10	1.2	9.5
	2	9	1.1	8.6
	3	17	2.0	16.2
	4	23	2.8	21.9

(continued on next page)

2. Variables

(cont. from previous page)

label	value	n	%	v. %
very important	5	16	1.9	15.2
System missing (SYSMIS)	.	729	87.4	–
		834	100.0	100.0

[Q32D_6] Importance of various forms of activity in the organisation: Crisis services

Question

Importance of various forms of activity in the organisation: Crisis services

Frequencies

label	value	n	%	v. %
don't have this kind of activity	0	40	4.8	38.5
not very important	1	13	1.6	12.5
	2	25	3.0	24.0
	3	8	1.0	7.7
	4	9	1.1	8.7
very important	5	9	1.1	8.7
System missing (SYSMIS)	.	730	87.5	–
		834	100.0	100.0

[Q32D_7] Importance of various forms of activity in the organisation: Sheltered/service housing

Question

Importance of various forms of activity in the organisation: Sheltered/service housing

Frequencies

label	value	n	%	v. %
don't have this kind of activity	0	59	7.1	56.2
not very important	1	16	1.9	15.2
	2	5	0.6	4.8
	3	8	1.0	7.6
	4	4	0.5	3.8
very important	5	13	1.6	12.4

(continued on next page)

(cont. from previous page)

label	value	n	%	v. %
System missing (SYSMIS)	.	729	87.4	–
		834	100.0	100.0

[Q32D_8] Importance of various forms of activity in the organisation: Member services

Question

Importance of various forms of activity in the organisation: Member services

Frequencies

label	value	n	%	v. %
don't have this kind of activity	0	25	3.0	24.0
not very important	1	4	0.5	3.8
	2	7	0.8	6.7
	3	19	2.3	18.3
	4	23	2.8	22.1
very important	5	26	3.1	25.0
System missing (SYSMIS)	.	730	87.5	–
		834	100.0	100.0

[Q32D_9] Importance of various forms of activity in the organisation: Training activities

Question

Importance of various forms of activity in the organisation: Training activities

Frequencies

label	value	n	%	v. %
don't have this kind of activity	0	9	1.1	8.7
not very important	1	3	0.4	2.9
	2	18	2.2	17.3
	3	18	2.2	17.3
	4	34	4.1	32.7
very important	5	22	2.6	21.2
System missing (SYSMIS)	.	730	87.5	–

(continued on next page)

2. Variables

(cont. from previous page)

label	value	n	%	v. %
		834	100.0	100.0

[Q32D_10] Importance of various forms of activity in the organisation: Development projects

Question

Importance of various forms of activity in the organisation: Development projects

Frequencies

label	value	n	%	v. %
don't have this kind of activity	0	5	0.6	4.8
not very important	1	6	0.7	5.7
	2	8	1.0	7.6
	3	23	2.8	21.9
	4	40	4.8	38.1
very important	5	23	2.8	21.9
System missing (SYSMIS)	.	729	87.4	–
		834	100.0	100.0

[Q32D_11] Importance of various forms of activity in the organisation: Information dissemination

Question

Importance of various forms of activity in the organisation: Information dissemination

Frequencies

label	value	n	%	v. %
don't have this kind of activity	0	4	0.5	3.8
not very important	1	2	0.2	1.9
	2	9	1.1	8.6
	3	25	3.0	23.8
	4	30	3.6	28.6
very important	5	35	4.2	33.3
System missing (SYSMIS)	.	729	87.4	–
		834	100.0	100.0

[Q32D_12] Importance of various forms of activity in the organisation: Publishing

Question

Importance of various forms of activity in the organisation: Publishing

Frequencies

label	value	n	%	v. %
don't have this kind of activity	0	11	1.3	10.6
not very important	1	8	1.0	7.7
	2	16	1.9	15.4
	3	19	2.3	18.3
	4	37	4.4	35.6
very important	5	13	1.6	12.5
System missing (SYSMIS)	.	730	87.5	–
		834	100.0	100.0

[Q32D_13] Importance of various forms of activity in the organisation: Research

Question

Importance of various forms of activity in the organisation: Research

Frequencies

label	value	n	%	v. %
don't have this kind of activity	0	19	2.3	18.1
not very important	1	19	2.3	18.1
	2	31	3.7	29.5
	3	12	1.4	11.4
	4	19	2.3	18.1
very important	5	5	0.6	4.8
System missing (SYSMIS)	.	729	87.4	–
		834	100.0	100.0

[Q32D_14] Importance of various forms of activity in the organisation: International activities

Question

Importance of various forms of activity in the organisation: International activities

Frequencies

label	value	n	%	v. %
don't have this kind of activity	0	14	1.7	13.3
not very important	1	9	1.1	8.6
	2	25	3.0	23.8
	3	29	3.5	27.6
	4	23	2.8	21.9
very important	5	5	0.6	4.8
System missing (SYSMIS)	.	729	87.4	–
		834	100.0	100.0

**[Q32D_15] Importance of various forms of activity in the organisation:
Fund-raising**

Question

Importance of various forms of activity in the organisation: Fund-raising

Frequencies

label	value	n	%	v. %
don't have this kind of activity	0	12	1.4	11.5
not very important	1	14	1.7	13.5
	2	22	2.6	21.2
	3	25	3.0	24.0
	4	21	2.5	20.2
very important	5	10	1.2	9.6
System missing (SYSMIS)	.	730	87.5	–
		834	100.0	100.0

**[Q32D_16] Importance of various forms of activity in the organisation:
Other activities**

Question

Importance of various forms of activity in the organisation: Other activities

Frequencies

label	value	n	%	v. %
don't have this kind of activity	0	0	0.0	0.0

(continued on next page)

(cont. from previous page)

label	value	n	%	v. %
not very important	1	0	0.0	0.0
	4	2	0.2	28.6
very important	5	5	0.6	71.4
System missing (SYSMIS)	.	827	99.2	–
		834	100.0	100.0

[Q33D_1] Has the organisation employed people on government-subsidized job contracts (subsidised employment) during 1998 and 1999?

Question

Has the organisation employed people on government-subsidized job contracts (subsidised employment) during 1998 and 1999?

Frequencies

label	value	n	%	v. %
no	1	40	4.8	37.7
yes	2	66	7.9	62.3
System missing (SYSMIS)	.	728	87.3	–
		834	100.0	100.0

[Q33D_2] If yes, how important are government-subsidized job contracts for maintaining the organisation's activities?

Question

If yes, how important are government-subsidized job contracts for maintaining the organisation's activities?

Frequencies

label	value	n	%	v. %
not very important	1	12	1.4	18.2
	2	19	2.3	28.8
	3	15	1.8	22.7
	4	12	1.4	18.2
very important	5	8	1.0	12.1
System missing (SYSMIS)	.	768	92.1	–

(continued on next page)

2. Variables

(cont. from previous page)

label	value	n	%	v. %
		834	100.0	100.0

[Q34D_1] Has the organisation employed people on combined subsidies during 1998 and 1999?

Question

Has the organisation employed people on combined subsidies during 1998 and 1999?

Frequencies

label	value	n	%	v. %
no	1	56	6.7	52.8
yes	2	50	6.0	47.2
System missing (SYSMIS)	.	728	87.3	–
		834	100.0	100.0

[Q34D_2] If yes, how important are combined subsidies for maintaining the organisation's activities?

Question

If yes, how important are combined subsidies for maintaining the organisation's activities?

Frequencies

label	value	n	%	v. %
not very important	1	5	0.6	10.0
	2	11	1.3	22.0
	3	10	1.2	20.0
	4	13	1.6	26.0
very important	5	11	1.3	22.0
System missing (SYSMIS)	.	784	94.0	–
		834	100.0	100.0

[Q35D] Are there going to be major changes in the activities of the organisation in the year 2000?

Question

Are there going to be major changes in the activities of the organisation in the year 2000?

Frequencies

label	value	n	%	v. %
no	1	76	9.1	75.2
yes	2	25	3.0	24.8
System missing (SYSMIS)	.	733	87.9	–
		834	100.0	100.0

[MAAKUNTA] Region**Question***Region***Frequencies**

label	value	n	%	v. %
Uusimaa	1	14	1.7	4.7
Varsinais-Suomi	2	34	4.1	11.4
Satakunta	4	17	2.0	5.7
Kanta-Häme	5	12	1.4	4.0
Pirkanmaa	6	23	2.8	7.7
Päijät-Häme	7	10	1.2	3.3
Kymenlaakso	8	8	1.0	2.7
Etelä-Karjala	9	7	0.8	2.3
Etelä-Savo	10	17	2.0	5.7
Pohjois-Savo	11	20	2.4	6.7
Pohjois-Karjala	12	14	1.7	4.7
Keski-Suomi	13	23	2.8	7.7
Etelä-Pohjanmaa	14	20	2.4	6.7
Pohjanmaa	15	13	1.6	4.3
Keski-Pohjanmaa	16	10	1.2	3.3
Pohjois-Pohjanmaa	17	31	3.7	10.4
Kainuu	18	3	0.4	1.0
Lapland (Lappi)	19	18	2.2	6.0
Itä-Uusimaa	20	5	0.6	1.7
Åland	21	0	0.0	0.0
System missing (SYSMIS)	.	535	64.1	–
		834	100.0	100.0

[LAANI] Province**Question***Province*

2. Variables

Frequencies

label	value	n	%	v. %
Southern Finland	1	56	6.7	18.7
Western Finland	2	140	16.8	46.8
Eastern Finland	3	51	6.1	17.1
Oulu	4	34	4.1	11.4
Lapland	5	18	2.2	6.0
Åland	6	0	0.0	0.0
System missing (SYSMIS)	.	535	64.1	–
		834	100.0	100.0

Chapter 3

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FSD edition number [FSD_VR]	5
FSD processing level [FSD_PRO]	6
FSD case id [FSD_ID]	6
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Year of study 6

Appendix A

Variable List

Variable Name	social services department of a municipality questionnaire A	local office of the Social Insurance Institution questionnaire B	employment office questionnaire C	voluntary organisation focusing on social welfare and health questionnaire D	municipal health centre questionnaire E
fsd_no	new variable	new variable	new variable	new variable	new variable
fsd_vr	new variable	new variable	new variable	new variable	new variable
fsd_pro	new variable	new variable	new variable	new variable	new variable
fsd_id	new variable	new variable	new variable	new variable	new variable
vuosi	new variable	new variable	new variable	new variable	new variable
lomake	new variable	new variable	new variable	new variable	new variable
bv3A	in the beginning	-	-	-	-
bv3B	-	in the beginning	-	-	-
bv3C	-	-	in the beginning	-	-
bv3D	-	-	-	in the beginning	-
bv3E	-	-	-	-	in the beginning
q1	1	1	1	9	1
q2_1 - q2_3	2	2	2	10	2

A. Variable List

q4_1 - q4_24	4	4	4	12	4
q5_1 - q5_17	5	5	5	13	5
q6	6	6	6	14	6
q7_1 - q7_15	7	7	7	15	7
q8A_1	8	-	-	-	-
q8BCE_2, q8BCE_3	-	8	8	-	8
q9_1, q9_2	9	9	9	4	9
q10	10	10	10	5	10
q11	11	11	11	-	11
q12	12	12	12	6	12
q13_1 - q13_8	13	13	13	-	13
q13B_9	-	14	-	-	-
q13C_10	-	-	14	-	-
q14_1_1 - q14_2_56	14	15	15	-	14
q15_1 - q15_4	15	16	16	-	15
q17_1, q17_2	17	18	18	-	17
q18_1 - q18_8	18	19	19	-	18
q18D_1_1 q18D_2_8	-	-	-	16	-
q19_1, q19_2	19	20	20	24	19
q20_1_1 - q20_2_3	20	21	21	25	20
q23	23	24	24	28	23
q24_1 - q24_3	24	25	25	29	24
q25	25	26	26	30	25
q26D	-	-	-	1	-
q27D	-	-	-	2	-
q28D	-	-	-	3	-
q29D	-	-	-	7	-
q30D_1 - q30D_8	-	-	-	8	-
q31D_1 - 31D_5	-	-	-	17	-
q32D_1 - q32D_16	-	-	-	19	-
q33D_1, q33D_2	-	-	-	20	-
q34D_1, q33D_2	-	-	-	21	-
q35D	-	-	-	22	-
maakunta	in the begin- ning	-	-	-	-
laani	in the begin- ning	-	-	-	-

Appendix B

Questionnaires in Finnish

KYSELYLOMAKE

Tämä kyselylomake on osa Yhteiskuntatieteelliseen tietoaarkistoon arkistoitua tutkimusaineistoa

FSD1135 Sosiaalibarometri 2000

Kyselylomaketta hyödyntävien tulee viitata siihen asianmukaisesti lähdeviitteellä.

Lisätiedot: <http://www.fsd.uta.fi/>

QUESTIONNAIRE

This questionnaire is part of the following dataset, archived at the Finnish Social Science Data Archive:

FSD1135 Sociobarometer 2000

If this questionnaire is used or referred to in any publication, the source must be acknowledged by means of an appropriate bibliographic citation.

More information: <http://www.fsd.uta.fi/>

Sosiaalibarometri 2000 -kysely

Ympyröikää kuntanne tilannetta tai käsityksiänne vastaava vaihtoehto tai kirjoittakaa vastaus sille varatulle riville.

Kunnan nimi _____

Kuntanumero _____

Kyselyn vastaamiseen osallistuneiden virka-asetat tai –nimikkeet:

- 1 toimiston johtoryhmä
- 2 sosiaalijohtaja tai vastaava
- 3 sosiaali- ja terveysjohtaja tai vastaava
- 4 sosiaalisihiteeri / (johtava) sosiaalityöntekijä / osastopäällikkö
- 5 muu, mikä? _____

I Kansalaisten hyvinvointi ja sosiaalinen turvallisuus

1. Millainen on arvionne mukaan kuntalaisten **hyvinvoinnin** tämän hetkinen **kokonaistilanne**?

huono 1 2 3 4 5 **hyvä**

2. Millaiseksi arvioitte tällä hetkellä **kuntalaisten** tämänhetkisen **tilanteen** seuraavien asioiden osalta?

	huono				hyvä
Yleinen turvallisuus	1	2	3	4	5
Taloudellinen turvallisuus	1	2	3	4	5
Sosiaalinen turvallisuus	1	2	3	4	5

3. Mitkä tekijät kuluneen vuoden aikana ovat vaikuttaneet eniten ihmisten hyvinvointiin kunnassanne?

4. Millainen on tällä hetkellä erilaisissa elämäntilanteissa olevien väestöryhmien **hyvinvointi ja sosiaalinen turvallisuus** kunnassanne? Arvioikaa kaikkien ryhmien tilannetta.

	huono					hyvä
Elämänvaihe						
lapset	1	2	3	4	5	
nuoret	1	2	3	4	5	
nuoret aikuiset (18-29 -vuotiaat)	1	2	3	4	5	
keski-ikäiset (30-49 -vuotiaat)	1	2	3	4	5	
keski-ikäiset (50-64 -vuotiaat)	1	2	3	4	5	
ikäntyvät (65-74 -vuotiaat)	1	2	3	4	5	
vanhukset (yli 74 -vuotiaat)	1	2	3	4	5	
Lapsiperheet						
ydinperheet	1	2	3	4	5	
yhden huoltajan perheet	1	2	3	4	5	
uusperheet	1	2	3	4	5	
Työmarkkina-asema						
vakaalla työuralla olevat	1	2	3	4	5	
epävakaalla työuralla olevat	1	2	3	4	5	
pitkittyneesti työttömänä olevat	1	2	3	4	5	
Elämisympäristö						
kaupungin tai kunnan keskustassa asuvat	1	2	3	4	5	
kaupungin lähiöissä asuvat	1	2	3	4	5	
muussa taajamassa asuvat	1	2	3	4	5	
haja-asutusalueella asuvat	1	2	3	4	5	
Muut ryhmät						
opiskelijat	1	2	3	4	5	
eläkeläiset	1	2	3	4	5	
pitkäaikaissairaat	1	2	3	4	5	
lievästi vammaiset	1	2	3	4	5	
vaikeavammaiset	1	2	3	4	5	
mielenterveysongelmaiset	1	2	3	4	5	
päihdeongelmaiset	1	2	3	4	5	

5. Millainen seuraavien **taloudellisten etuuksien riittävyys** on käyttäjänsä kannalta?

	huono					hyvä				
Sairauden aikainen turva										
sairauspäiväraha	1	2	3	4	5	1	2	3	4	5
sairauskustannusten korvaaminen	1	2	3	4	5	1	2	3	4	5
kuntoutustuki ja kuntoutusraha	1	2	3	4	5	1	2	3	4	5
Työttömyyden aikainen turva										
peruspäiväraha	1	2	3	4	5	1	2	3	4	5
ansiopäiväraha	1	2	3	4	5	1	2	3	4	5
työmarkkinatuki	1	2	3	4	5	1	2	3	4	5
koulutustuki	1	2	3	4	5	1	2	3	4	5
Eläketurva										
kansaneläke	1	2	3	4	5	1	2	3	4	5
työeläke	1	2	3	4	5	1	2	3	4	5
Eräät perhe-etuuudet										
lapsilisät	1	2	3	4	5	1	2	3	4	5
lasten kotihoidon tuki	1	2	3	4	5	1	2	3	4	5
omaishoidon tuki	1	2	3	4	5	1	2	3	4	5
asumistuki	1	2	3	4	5	1	2	3	4	5
Opintotuki										
opintoraha	1	2	3	4	5	1	2	3	4	5
opintolaina	1	2	3	4	5	1	2	3	4	5
Toimeentulotuki										
toimeentulotuki	1	2	3	4	5	1	2	3	4	5
ehkäisevä toimeentulotuki	1	2	3	4	5	1	2	3	4	5

6. Millainen ongelma arvionne mukaan on sosiaaliturvan taloudellisten etuuksien väärinkäyttö kunnassanne?

pieni 1 2 3 4 5 **suuri**

Millä sosiaaliturvajärjestelmän osa-alueilla väärinkäytökset ovat mielestänne yleisimpiä?

7. Millaiseksi arvioitte seuraavien tahojen tämän hetkisen merkityksen kuntalaistenne tarvitseman avun tai tuen tuottamisessa?

	pieni				suuri
Perhe ja lähisukulaiset	1	2	3	4	5
Muut sukulaiset	1	2	3	4	5
Ystävät	1	2	3	4	5
Naapurit	1	2	3	4	5
Järjestöjen vapaaehtoistoiminta	1	2	3	4	5
Järjestöjen palvelut	1	2	3	4	5
Seurakuntien palvelut	1	2	3	4	5
Yksityiset sosiaali- ja terveystyöpalvelut	1	2	3	4	5
Kunnan sosiaalitoimen palvelut	1	2	3	4	5
Kunnan terveystoimen palvelut	1	2	3	4	5
Kansaneläkelaitoksen palvelut	1	2	3	4	5
Työvoimapaikat	1	2	3	4	5
Sosiaali- ja terveystyöpalvelut:					
<input type="checkbox"/> Kuntayhtymien tuottamat	1	2	3	4	5
<input type="checkbox"/> Kunnan ja valtion yhdessä tuottamat	1	2	3	4	5
<input type="checkbox"/> Julkisen sektorin ja järjestöjen yhdessä tuottamat	1	2	3	4	5

II Tietoja voimavaroista ja palvelujen toimivuudesta

8. Jos ajattelemme, että Suomen kunnat jaettaisiin sosiaalis-taloudellisen tilanteensa perusteella **pulmakuntiin**, **tienhaarakuntiin** ja **etenijäkuntiin**, mihin ryhmään katsoisitte kuntanne kuuluvan?

- | | | |
|---|-----------------------|---|
| 1 | Pulmakunta | Näiden kuntien sosiaalisiin ja taloudellisiin ongelmiin ratkaisujen löytäminen on vaikeaa. |
| 2 | Tienhaarakunta | Näiden kuntien tilanteessa on sekä selviä ongelmia että ratkaisun mahdollisuuksia. |
| 3 | Etenijäkunta | Näiden kuntien sosiaalinen ja taloudellinen tilanne on vallitsevaan tilanteeseen nähden hyvä. |

9. Arvioikaa kuntanne sosiaalitoimen kokonaishenkilöstömäärän muutosta.

Vuonna 1999

- 1 henkilöstömäärä väheni
- 2 henkilöstömäärä pysyi ennallaan
- 3 henkilöstömäärä kasvoi

Arvio vuodelle 2000

- 1 henkilöstömäärä vähenee
- 2 henkilöstömäärä pysyy ennallaan
- 3 henkilöstömäärä kasvaa

10. Millaiset ovat sosiaalitoimen työntekijöiden vallitsevat tunnelmat kunnassanne vuoden 2000 alussa?

huolestuneet 1 2 3 4 5 **toiveikkaat**

11. Kuinka arvioitte odotettavissa olevien henkilöstöressurssien riittävän kunnassanne kaikkien sosiaalitoimen tehtävien hoitamiseen?

huonosti 1 2 3 4 5 **hyvin**

12. Miten kunnassanne on kyetty huolehtimaan sosiaalitoimen työntekijöiden ammatillisesta osaamisesta ja sen kehittämisestä?

huonosti 1 2 3 4 5 **hyvin**

13. Kuinka kunnassanne voidaan arvionne mukaan **turvata kuntalaisten tarvitsemat palvelut** kunnan nykyisillä voimavaroilla?

	huonosti					hyvin
	1	2	3	4	5	
Terveyspalvelut	1	2	3	4	5	
Sosiaalipalvelut	1	2	3	4	5	
Yleissivistävät koulutuspalvelut	1	2	3	4	5	
Ammatilliset ja muut koulutuspalvelut	1	2	3	4	5	
Kulttuuri- ja vapaa-ajanpalvelut	1	2	3	4	5	
Liikuntapalvelut	1	2	3	4	5	
Tekniset ja ympäristöpalvelut	1	2	3	4	5	
Elinkeinopalvelut	1	2	3	4	5	

14. Millainen on seuraavien palvelujen **toimivuus kunnassanne?** Arvioikaa myös palvelutarjonnassa vuonna 1999 tapahtuneet **määrälliset muutokset** kaikista mainituista palveluista. Pyydämme teitä arvioimaan kaikkia palveluja, myös mahdollisia ostopalveluja.

**PALVELUTARJONNAN
MUUTOKSET**

PALVELUJEN TOIMIVUUS

X=en tunne palvelua									
	vähennetty	lisätty							
X	1	2	3						
				Kunnan sosiaalipalvelut					
X	1	2	3	neuvonta ja ohjaus					
X	1	2	3	lasten päivähoitopalvelut					
X	1	2	3	lapsiperheiden kotipalvelut					
X	1	2	3	kasvatus- ja perheneuvonta					
X	1	2	3	lastensuojelutyö					
X	1	2	3	vanhusten kotipalvelut					
X	1	2	3	vanhusten palveluasuminen					
X	1	2	3	vanhusten laitospalvelut					
X	1	2	3	A-klinikkapalvelut					
X	1	2	3	päihdehuollon kuntoutus- ja asumispalvelut					
X	1	2	3	päihdehuollon laitoshoido					
X	1	2	3	toimeentulotuki					
X	1	2	3	sosiaalityö					
X	1	2	3	kriisipalvelut					
X	1	2	3	vammapalvelut					
X	1	2	3	palvelut maahanmuuttajille					
X	1	2	3	velkaneuvonta					
				Kunnan terveystalvelut					
X	1	2	3	neuvonta ja ohjaus					
X	1	2	3	yleislääkäripalvelut					
X	1	2	3	erikoislääkäripalvelut					
X	1	2	3	terveyden- ja sairaanhoitajan vastaanotto					
X	1	2	3	äitiys- ja lastenneuvola					
X	1	2	3	kotisairaanhoido					
X	1	2	3	kouluterveydenhuolto					
X	1	2	3	opiskelijaterveydenhuolto					
X	1	2	3	perusterveydenhuollon laitoshoido					
X	1	2	3	erikoissairaanhoidon laitoshoido					
X	1	2	3	terveyskeskussairaalahoito					
X	1	2	3	työterveyshuolto					
X	1	2	3	laboratorio- ja radiologiset tutkimukset					
X	1	2	3	fysioterapia					
X	1	2	3	hammashuolto					
X	1	2	3	psykiatrinen avohoido					
X	1	2	3	psykiatrinen laitoshoido					
				huono					
				hyvä					
	1	2	3	4	5				

**PALVELUTARJONNAN
MUUTOKSET**

X=en tunne palvelua vähennetty lisätty				PALVELUJEN TOIMIVUUS				
				huono				hyvä
X	1	2	3	1	2	3	4	5
X	1	2	3	1	2	3	4	5
X	1	2	3	1	2	3	4	5
X	1	2	3	1	2	3	4	5
X	1	2	3	1	2	3	4	5
X	1	2	3	1	2	3	4	5
X	1	2	3	1	2	3	4	5
X	1	2	3	1	2	3	4	5
X	1	2	3	1	2	3	4	5
X	1	2	3	1	2	3	4	5
X	1	2	3	1	2	3	4	5
X	1	2	3	1	2	3	4	5
X	1	2	3	1	2	3	4	5
X	1	2	3	1	2	3	4	5
X	1	2	3	1	2	3	4	5
X	1	2	3	1	2	3	4	5
X	1	2	3	1	2	3	4	5
X	1	2	3	1	2	3	4	5
X	1	2	3	1	2	3	4	5
X	1	2	3	1	2	3	4	5
X	1	2	3	1	2	3	4	5
X	1	2	3	1	2	3	4	5
X	1	2	3	1	2	3	4	5
X	1	2	3	1	2	3	4	5
X	1	2	3	1	2	3	4	5

III Toimintaympäristön muutos ja toiminnan organisointi

15. Millainen vaikutus seuraavilla tekijöillä on tällä hetkellä kuntalaisten hyvinvointiin?

	pieni					suuri				
	1	2	3	4	5	1	2	3	4	5
Kunnallinen sosiaali- ja terveystoiminta	1	2	3	4	5	1	2	3	4	5
Seudullinen sosiaali- ja terveystoiminta	1	2	3	4	5	1	2	3	4	5
Valtakunnallinen sosiaali- ja terveystoiminta	1	2	3	4	5	1	2	3	4	5
Euroopan unionin sosiaali- ja terveystoiminta	1	2	3	4	5	1	2	3	4	5

16. Mistä olette tällä hetkellä kuntanne sosiaalitoimen johtavana työntekijänä

a. huolestunein _____

b. tyytyväisin _____

17. Millainen on muuttoliikkeen vaikutus kunnassanne?

pieni 1 2 3 4 5 **suuri**

kielteinen 1 2 3 4 5 **myönteinen**

Millaisia haittoja tai hyötyjä muuttoliikkeestä seuraa kunnallenne?

18. Kuinka suuri **merkitys kolmannella sektorilla** (järjestöt, yhdistykset, säätiöt, seurakunnat ja muu kansalaistoiminta) on tällä hetkellä kunnassanne seuraavissa asioissa?

	pieni				suuri
Osallistumismahdollisuuksien takaaminen	1	2	3	4	5
Järjestöjen palvelutoiminta	1	2	3	4	5
Samassa asemassa olevien ihmisten keskinäinen tuki (vertaistuki)	1	2	3	4	5
Sosiaalipalvelujen osana toimiminen	1	2	3	4	5
Terveyspalvelujen osana toimiminen	1	2	3	4	5
Työllisyyden ylläpito	1	2	3	4	5
Toimeentulon turvaaminen	1	2	3	4	5
Harrastus- ja virkistystoiminta	1	2	3	4	5

IV Kansalaisten sosiaaliset oikeudet

Lopuksi tarkastellaan kansalaisten sosiaalisten oikeuksien toteutumista sosiaalisten oikeuksien näkökulmasta.

*Perustuslakiin on kirjattu sosiaalisia oikeuksia koskevat periaatteet: Jokaisella, joka ei kykene hankkimaan ihmisarvoisen elämän edellyttämää turvaa, on oikeus välttämättömään toimeentuloon ja huolenpitoon. Lailla taataan jokaiselle oikeus **perustoimeentulon turvaan** työttömyyden, sairauden, työkyvyttömyyden ja vanhuuden aikana sekä lapsen syntymän ja huoltajan menetyksen perusteella. **Huolenpidolla** tässä tarkoitetaan lähinnä riittäviä sosiaali- ja terveystalveluja. Erikseen laissa on nostettu esiin väestön terveyden edistäminen, lapsen kasvun ja kehityksen tukeminen sekä jokaisen kansalaisen oikeus asuntoon.*

19. Kuinka hyvin mielestänne seuraavat sosiaaliset oikeudet toteutuvat kunnassanne?

	huonosti					hyvin				
	1	2	3	4	5	1	2	3	4	5
Perustoimeentuloturva										
Riittävät sosiaali- ja terveystalvelut										

20. Miten kuntalaistenne sosiaaliset oikeudet kyetään mielestänne turvaamaan?

huonosti 1 2 3 4 5 hyvin

Mikäli sosiaaliset oikeudet eivät toteudu kunnassanne kaikilta osin, missä määrin seuraavat tekijät vaikuttavat niiden toteutumattomuuteen?

	vähän					paljon				
	1	2	3	4	5	1	2	3	4	5
Taloudellisten voimavarojen niukkuus										
Oikeuksien epäselvyys										
Oikeuksien toteuttamiskeinojen riittämättömyys										

21. Miten käsityksenne mukaan voitaisiin edesauttaa sosiaalisten oikeuksien toteutumista?

22. Seuraava kysymys liittyy subjektiivisiin oikeuksiin. Subjektiivisilla oikeuksilla tarkoitetaan yleensä niitä etuuksia, joiden myöntämiseen ei liity tarveharkintaa. Mitä mielestänne pitäisi sisältyä kansalaisten subjektiivisiin oikeuksiin?

Pyydämme Teitä vielä vastaamaan kahteen kysymykseen kansalaisten oikeusturvasta ja sen toteutumisesta yleensä.

23. Miten arvionne mukaan kuntalaistenne **oikeusturva** toteutuu kokonaisuudessaan tällä hetkellä?

huonosti 1 2 3 4 5 **hyvin**

24. Millaiseksi arvioitte tällä hetkellä kuntalaistenne **oikeuspalveluiden saatavuuden** seuraavien palvelujärjestelmien osalta?

	huono				hyvä
Yksityiset asianajopalvelut	1	2	3	4	5
Kunnallinen oikeusapu	1	2	3	4	5
Potilasasiamiespalvelut	1	2	3	4	5

25. Millaiseksi arvioitte **sosiaaliasiamiespalvelujen** tarpeellisuuden kuntalaisten kannalta?

pieni 1 2 3 4 5 **suuri**

Kiitos vastauksestanne!

Sosiaalibarometri 2000 -kyselyn tulokset julkaistaan 22.3.2000. Jotta myös Teidän vastauksenne ehtisi mukaan raporttiin, pyydämme Teitä vastaamaan mahdollisimman pian. Toivomme, että palautatte kyselyn **viimeistään 10. tammikuuta 2000**.

Palautusosoite: Sosiaalibarometri 2000
 Sosiaali- ja terveysturvan keskusliitto ry
 Kotkankatu 9
 00510 Helsinki

KYSELYLOMAKE

Tämä kyselylomake on osa Yhteiskuntatieteelliseen tietoaarkistoon arkistoitua tutkimusaineistoa

FSD1135 Sosiaalibarometri 2000

Kyselylomaketta hyödyntävien tulee viitata siihen asianmukaisesti lähdeviitteellä.

Lisätiedot: <http://www.fsd.uta.fi/>

QUESTIONNAIRE

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Sosiaalibarometri 2000 -kysely

Ympyröikää toiminta-alueenne tilannetta tai käsityksiänne vastaava vaihtoehto tai kirjoittakaa vastaus sille varatulle riville. Kyselyssä toiminta-alueella tarkoitetaan niitä kuntia tai kuntien osa-alueita, jotka kuuluvat toimistonne piiriin (ei siis vakuutuspiiriä).

Toimistonne sijaintikunta _____

Kuntanumero _____

Toimistonne toiminta-alueeseen kuuluvat kunnat tai kuntien osa-alueet

Kyselyn vastaamiseen osallistuneiden virka-asetat tai –nimikkeet:

- 1 toimiston johtoryhmä
- 2 paikallisjohtaja
- 3 toimistonjohtaja
- 4 useita vastaajia
- 5 muu, mikä? _____

I Kansalaisten hyvinvointi ja sosiaalinen turvallisuus

1. Millainen on arvionne mukaan toiminta-alueenne kansalaisten **hyvinvoinnin** tämän hetkinen **kokonaistilanne**?

huono 1 2 3 4 5 **hyvä**

2. Millaiseksi arvioitte **toiminta-alueenne kansalaisten** tämän hetkisen **tilanteen** seuraavien asioiden osalta?

	huono				hyvä
Yleinen turvallisuus	1	2	3	4	5
Taloudellinen turvallisuus	1	2	3	4	5
Sosiaalinen turvallisuus	1	2	3	4	5

3. Mitkä tekijät kuluneen vuoden aikana ovat vaikuttaneet eniten ihmisten hyvinvointiin toiminta-alueellanne?

4. Millainen on tällä hetkellä erilaisissa elämäntilanteissa olevien väestöryhmien **hyvinvointi ja sosiaalinen turvallisuus** toiminta-alueellanne? Arvioikaa kaikkien ryhmien tilannetta.

	huono					hyvä
Elämänvaihe						
lapset	1	2	3	4	5	
nuoret	1	2	3	4	5	
nuoret aikuiset (18-29 -vuotiaat)	1	2	3	4	5	
keski-ikäiset (30-49 -vuotiaat)	1	2	3	4	5	
keski-ikäiset (50-64 -vuotiaat)	1	2	3	4	5	
ikäntyvät (65-74 -vuotiaat)	1	2	3	4	5	
vanhukset (yli 74 -vuotiaat)	1	2	3	4	5	
Lapsiperheet						
ydinperheet	1	2	3	4	5	
yhden huoltajan perheet	1	2	3	4	5	
uusperheet	1	2	3	4	5	
Työmarkkina-asema						
vakaalla työuralla olevat	1	2	3	4	5	
epävakaalla työuralla olevat	1	2	3	4	5	
pitkittyneesti työttömänä olevat	1	2	3	4	5	
Elämysympäristö						
kaupungin tai kunnan keskustassa asuvat	1	2	3	4	5	
kaupungin lähiöissä asuvat	1	2	3	4	5	
muussa taajamassa asuvat	1	2	3	4	5	
haja-asutusalueella asuvat	1	2	3	4	5	
Muut ryhmät						
opiskelijat	1	2	3	4	5	
eläkeläiset	1	2	3	4	5	
pitkäaikaissairaat	1	2	3	4	5	
lievästi vammaiset	1	2	3	4	5	
vaikeavammaiset	1	2	3	4	5	
mielenterveysongelmaiset	1	2	3	4	5	
päihdeongelmaiset	1	2	3	4	5	

5. Millainen seuraavien **taloudellisten etuuksien riittävyys** on käyttäjänsä kannalta?

	huono					hyvä
Sairauden aikainen turva						
sairauspäiväraha	1	2	3	4	5	
sairauskustannusten korvaaminen	1	2	3	4	5	
kuntoutustuki ja kuntoutusraha	1	2	3	4	5	
Työttömyyden aikainen turva						
peruspäiväraha	1	2	3	4	5	
ansiopäiväraha	1	2	3	4	5	
työmarkkinatuki	1	2	3	4	5	
koulutustuki	1	2	3	4	5	
Eläketurva						
kansaneläke	1	2	3	4	5	
työeläke	1	2	3	4	5	
Eräät perhe-etuudet						
lapsilisät	1	2	3	4	5	
lasten kotihoidon tuki	1	2	3	4	5	
omaishoidon tuki	1	2	3	4	5	
asumistuki	1	2	3	4	5	
Opintotuki						
opintoraha	1	2	3	4	5	
opintolaina	1	2	3	4	5	
Toimeentulotuki						
toimeentulotuki	1	2	3	4	5	
ehkäisevä toimeentulotuki	1	2	3	4	5	

6. Millainen ongelma arvionne mukaan on sosiaaliturvan taloudellisten etuuksien väärinkäyttö toiminta-alueellanne?

pieni 1 2 3 4 5 **suuri**

Millä sosiaaliturvajärjestelmän osa-alueilla väärinkäytökset ovat mielestänne yleisimpiä?

7. Millaiseksi arvioitte seuraavien tahojen tämän hetkisen merkityksen kansalaisten tarvitseman avun tai tuen tuottamisessa?

	pieni				suuri
Perhe ja lähisukulaiset	1	2	3	4	5
Muut sukulaiset	1	2	3	4	5
Ystävät	1	2	3	4	5
Naapurit	1	2	3	4	5
Järjestöjen vapaaehtoiminta	1	2	3	4	5
Järjestöjen palvelut	1	2	3	4	5
Seurakuntien palvelut	1	2	3	4	5
Yksityiset sosiaali- ja terveystalot	1	2	3	4	5
Kunnan sosiaalitoimen palvelut	1	2	3	4	5
Kunnan terveystalot	1	2	3	4	5
Kansaneläkelaitoksen palvelut	1	2	3	4	5
Työvoimatalot	1	2	3	4	5
Sosiaali- ja terveystalot:					
<input type="checkbox"/> Kuntayhtymien tuottamat	1	2	3	4	5
<input type="checkbox"/> Kunnan ja valtion yhdessä tuottamat	1	2	3	4	5
<input type="checkbox"/> Julkisen sektorin ja järjestöjen yhdessä tuottamat	1	2	3	4	5

II Tietoja voimavaroista ja palvelujen toimivuudesta

8. Jos ajattelemme, että Suomen kunnat jaettaisiin sosiaalis-taloudellisen tilanteensa perusteella **pulmakuntiin**, **tienhaarakuntiin** ja **etenijäkuntiin**, mihin ryhmään katsoisitte toiminta-alueenne ja toimistonne sijaintikunnan kuuluvan? Arvioikaa ensin toimistonne koko toiminta-alueen ja sitten toimistonne sijaintikunnan sijoittuminen tällä ulottuvuudella.

- 1 = **Pulmakunta** Näiden kuntien sosiaaliin ja taloudellisiin ongelmiin ratkaisujen löytäminen on vaikeaa.
- 2 = **Tienhaarakunta** Näiden kuntien tilanteessa on sekä selviä ongelmia että ratkaisun mahdollisuuksia.
- 3 = **Etenijäkunta** Näiden kuntien sosiaalinen ja taloudellinen tilanne on vallitsevaan tilanteeseen nähden hyvä.

1 2 3 koko toiminta-alueemme

1 2 3 toimiston sijaintikunta _____

9. Arvioikaa toimistonne kokonaishenkilöstömäärän muutosta.

Vuonna 1999

- 1 henkilöstömäärä väheni
 2 henkilöstömäärä pysyi ennallaan
 3 henkilöstömäärä kasvoi

Arvio vuodelle 2000

- 1 henkilöstömäärä vähenee
 2 henkilöstömäärä pysyy ennallaan
 3 henkilöstömäärä kasvaa

10. Millaiset ovat toimistonne työntekijöiden vallitsevat tunnelmat vuoden 2000 alussa?

huolestuneet 1 2 3 4 5 **toiveikkaat**

11. Kuinka arvioitte odotettavissa olevien henkilöstöresurssien riittävän kaikkien toimistonne tehtävien hoitamiseen?

huonosti 1 2 3 4 5 **hyvin**

12. Miten toimistossanne on kyetty huolehtimaan työntekijöiden ammatillisesta osaamisesta ja sen kehittämisestä?

huonosti 1 2 3 4 5 **hyvin**

13. Kuinka toiminta-alueellanne voidaan arvionne mukaan **turvata kansalaisten tarvitsemat palvelut** kuntien nykyisillä voimavaroilla?

	huonosti					hyvin
	1	2	3	4	5	
Terveyspalvelut	1	2	3	4	5	
Sosiaalipalvelut	1	2	3	4	5	
Yleissivistävät koulutuspalvelut	1	2	3	4	5	
Ammatilliset ja muut koulutuspalvelut	1	2	3	4	5	
Kulttuuri- ja vapaa-ajanpalvelut	1	2	3	4	5	
Liikuntapalvelut	1	2	3	4	5	
Tekniset ja ympäristöpalvelut	1	2	3	4	5	
Elinkeinopalvelut	1	2	3	4	5	

14. Kuinka toiminta-alueellanne voidaan arvionne mukaan **turvata kansalaisten tarvitsemat Kansaneläkelaitoksen palvelut** nykyisillä voimavaroilla?

huonosti 1 2 3 4 5 **hyvin**

15. Millainen on seuraavien palvelujen **toimivuus toiminta-alueellanne?** Arvioikaa myös palvelutarjonnassa vuonna 1999 tapahtuneet **määrälliset muutokset** kaikista mainituista palveluista. Pyydämme teitä arvioimaan kaikkia palveluja, myös mahdollisia ostopalveluja.

**PALVELUTARJONNAN
MUUTOKSET**

PALVELUJEN TOIMIVUUS

X=en tunne palvelua									
	vähennetty	lisätty							
X	1	2	3						
				Kunnan sosiaalipalvelut					
X	1	2	3	neuvonta ja ohjaus	1	2	3	4	5
X	1	2	3	lasten päivähoitopalvelut	1	2	3	4	5
X	1	2	3	lapsiperheiden kotipalvelut	1	2	3	4	5
X	1	2	3	kasvatus- ja perheneuvonta	1	2	3	4	5
X	1	2	3	lastensuojelutyö	1	2	3	4	5
X	1	2	3	vanhusten kotipalvelut	1	2	3	4	5
X	1	2	3	vanhusten palveluasuminen	1	2	3	4	5
X	1	2	3	vanhusten laitospalvelut	1	2	3	4	5
X	1	2	3	A-klinikkapalvelut	1	2	3	4	5
X	1	2	3	päihdehuollon kuntoutus- ja asumispalvelut	1	2	3	4	5
X	1	2	3	päihdehuollon laitoshoido	1	2	3	4	5
X	1	2	3	toimeentulotuki	1	2	3	4	5
X	1	2	3	sosiaalityö	1	2	3	4	5
X	1	2	3	kriisipalvelut	1	2	3	4	5
X	1	2	3	vammaispalvelut	1	2	3	4	5
X	1	2	3	palvelut maahanmuuttajille	1	2	3	4	5
X	1	2	3	velkaneuvonta	1	2	3	4	5
				Kunnan terveystalvelut					
X	1	2	3	neuvonta ja ohjaus	1	2	3	4	5
X	1	2	3	yleislääkäripalvelut	1	2	3	4	5
X	1	2	3	erikoislääkäripalvelut	1	2	3	4	5
X	1	2	3	terveyden- ja sairaanhoitajan vastaanotto	1	2	3	4	5
X	1	2	3	äitiys- ja lastenneuvola	1	2	3	4	5
X	1	2	3	kotisairaanhoito	1	2	3	4	5
X	1	2	3	kouluterveydenhuolto	1	2	3	4	5
X	1	2	3	opiskelijaterveydenhuolto	1	2	3	4	5
X	1	2	3	perusterveydenhuollon laitoshoido	1	2	3	4	5
X	1	2	3	erikoissairaanhoidon laitoshoido	1	2	3	4	5
X	1	2	3	terveyskeskussairaalahoito	1	2	3	4	5
X	1	2	3	työterveyshuolto	1	2	3	4	5
X	1	2	3	laboratorio- ja radiologiset tutkimukset	1	2	3	4	5
X	1	2	3	fysioterapia	1	2	3	4	5
X	1	2	3	hammashuolto	1	2	3	4	5
X	1	2	3	psykiatrinen avohoito	1	2	3	4	5
X	1	2	3	psykiatrinen laitoshoido	1	2	3	4	5

**PALVELUTARJONNAN
MUUTOKSET**

X=en tunne palvelua vähennetty			lisätty		Kansaneläkelaitoksen palvelut	PALVELUJEN TOIMIVUUS				
1	2	3	1	2		huono	3	4	hyvä	5
X	1	2	3		neuvonta, ohjaus ja tiedottaminen	1	2	3	4	5
X	1	2	3		työttömyyskorvaus	1	2	3	4	5
X	1	2	3		eläkkeet	1	2	3	4	5
X	1	2	3		sairauspäiväraha	1	2	3	4	5
X	1	2	3		sairauskustannusten korvaaminen	1	2	3	4	5
X	1	2	3		kuntoutus	1	2	3	4	5
X	1	2	3		perhe-etuudet	1	2	3	4	5
X	1	2	3		asumistuki	1	2	3	4	5
Työhallinnon palvelut										
X	1	2	3		neuvonta, ohjaus ja tiedottaminen	1	2	3	4	5
X	1	2	3		tukityöllistäminen	1	2	3	4	5
X	1	2	3		ammatinvalinnan ohjaus	1	2	3	4	5
X	1	2	3		työvoimapolitiittinen koulutus	1	2	3	4	5
X	1	2	3		kuntoutuspalvelut	1	2	3	4	5
X	1	2	3		työnvälitys työnhakijoille	1	2	3	4	5
X	1	2	3		rekrytointipalvelu työnantajille	1	2	3	4	5
Yksityiset sosiaali- ja terveyspalvelut										
X	1	2	3		yleiset terveyspalvelut	1	2	3	4	5
X	1	2	3		erikoislääkäripalvelut	1	2	3	4	5
X	1	2	3		lasten palvelut	1	2	3	4	5
X	1	2	3		vanhusten palvelut	1	2	3	4	5
X	1	2	3		vammaispalvelut	1	2	3	4	5
X	1	2	3		päihdehuollon palvelut	1	2	3	4	5
X	1	2	3		mielenterveyspalvelut	1	2	3	4	5

III Toimintaympäristön muutos ja toiminnan organisointi

16. Millainen **vaikutus** seuraavilla tekijöillä on tällä hetkellä toiminta-alueenne kansalaisten hyvinvointiin?

	pieni		suuri		
	1	2	3	4	5
Kunnallinen sosiaali- ja terveyspolitiikka	1	2	3	4	5
Seudullinen sosiaali- ja terveyspolitiikka	1	2	3	4	5
Valtakunnallinen sosiaali- ja terveyspolitiikka	1	2	3	4	5
Euroopan unionin sosiaali- ja terveyspolitiikka	1	2	3	4	5

17. Mistä olette tällä hetkellä Kansaneläkelaitoksen paikallistoimiston johtavana työntekijänä

a. huolestunein _____

b. tyytyväisin _____

18. Millainen on muuttoliikkeen vaikutus toiminta-alueellanne?

pieni 1 2 3 4 5 **suuri**

kielteinen 1 2 3 4 5 **myönteinen**

Millaisia haittoja tai hyötyjä muuttoliikkeestä seuraa toiminta-alueellenne?

19. Kuinka suuri **merkitys kolmannella sektorilla** (järjestöt, yhdistykset, säätiöt, seurakunnat ja muu kansalaistoiminta) on tällä hetkellä toiminta-alueellanne seuraavissa asioissa?

	pieni				suuri
Osallistumismahdollisuuksien takaaminen	1	2	3	4	5
Järjestöjen palvelutoiminta	1	2	3	4	5
Samassa asemassa olevien ihmisten keskinäinen tuki (vertaistuki)	1	2	3	4	5
Sosiaalipalvelujen osana toimiminen	1	2	3	4	5
Terveyspalvelujen osana toimiminen	1	2	3	4	5
Työllisyyden ylläpito	1	2	3	4	5
Toimeentulon turvaaminen	1	2	3	4	5
Harrastus- ja virkistystoiminta	1	2	3	4	5

IV Kansalaisten sosiaaliset oikeudet

Lopuksi tarkastellaan kansalaisten sosiaalisten oikeuksien toteutumista sosiaalisten oikeuksien näkökulmasta.

*Perustuslakiin on kirjattu sosiaalisia oikeuksia koskevat periaatteet: Jokaisella, joka ei kykene hankkimaan ihmisarvoisen elämän edellyttämää turvaa, on oikeus välttämättömään toimeentuloon ja huolenpitoon. Lailla taataan jokaiselle oikeus **perustoimeentulon turvaan** työttömyyden, sairauden, työkyvyttömyyden ja vanhuuden aikana sekä lapsen syntymän ja huoltajan menetyksen perusteella. **Huolenpidolla** tässä tarkoitetaan lähinnä riittäviä sosiaali- ja terveystalveluja. Erikseen laissa on nostettu esiin väestön terveyden edistäminen, lapsen kasvun ja kehityksen tukeminen sekä jokaisen kansalaisen oikeus asuntoon.*

20. Kuinka hyvin mielestänne seuraavat sosiaaliset oikeudet toteutuvat toiminta-alueellanne?

	huonosti					hyvin				
Perustoimeentuloturva	1	2	3	4	5	1	2	3	4	5
Riittävät sosiaali- ja terveystalvelut	1	2	3	4	5	1	2	3	4	5

21. Miten toiminta-alueenne kansalaisten sosiaaliset oikeudet kyetään mielestänne turvaamaan?

huonosti 1 2 3 4 5 hyvin

Mikäli sosiaaliset oikeudet eivät toteudu toiminta-alueellanne kaikilta osin, missä määrin seuraavat tekijät vaikuttavat niiden toteutumattomuuteen?

	vähän					paljon				
Taloudellisten voimavarojen niukkuus	1	2	3	4	5	1	2	3	4	5
Oikeuksien epäselvyys	1	2	3	4	5	1	2	3	4	5
Oikeuksien toteuttamiskeinojen riittämättömyys	1	2	3	4	5	1	2	3	4	5

22. Miten käsityksenne mukaan voitaisiin edesauttaa sosiaalisten oikeuksien toteutumista?

23. Seuraava kysymys liittyy subjektiivisiin oikeuksiin. Subjektiivisilla oikeuksilla tarkoitetaan yleensä niitä etuuksia, joiden myöntämiseen ei liity tarveharkintaa. Mitä mielestänne pitäisi sisältyä kansalaisten subjektiivisiin oikeuksiin?

Pyydämme Teitä vielä vastaamaan kahteen kysymykseen kansalaisten oikeusturvasta ja sen toteutumisesta yleensä.

24. Miten arvionne mukaan toiminta-alueenne kansalaisten **oikeusturva** toteutuu kokonaisuudessaan tällä hetkellä?

huonosti 1 2 3 4 5 **hyvin**

25. Millaiseksi arvioitte tällä hetkellä toiminta-alueenne kansalaisten **oikeuspalveluiden saatavuuden** seuraavien palvelujärjestelmien osalta?

	huono					hyvä
Yksityiset asianajopalvelut	1	2	3	4	5	
Kunnallinen oikeusapu	1	2	3	4	5	
Potilasasiamiespalvelut	1	2	3	4	5	

26. Millaiseksi arvioitte **sosiaaliasiamiespalvelujen** tarpeellisuuden toiminta-alueenne kansalaisten kannalta?

pieni 1 2 3 4 5 **suuri**

Kiitos vastauksestanne!

Sosiaalibarometri 2000 -kyselyn tulokset julkaistaan 22.3.2000. Jotta myös Teidän vastauksenne ehtisi mukaan raporttiin, pyydämme Teitä vastaamaan mahdollisimman pian. Toivomme, että palautatte kyselyn **viimeistään 10. tammikuuta 2000**.

Palautusosoite: Sosiaalibarometri 2000
 Sosiaali- ja terveysturvan keskusliitto ry
 Kotkankatu 9
 00510 Helsinki

KYSELYLOMAKE

Tämä kyselylomake on osa Yhteiskuntatieteelliseen tietoaarkistoon arkistoitua tutkimusaineistoa

FSD1135 Sosiaalibarometri 2000

Kyselylomaketta hyödyntävien tulee viitata siihen asianmukaisesti lähdeviitteellä.

Lisätiedot: <http://www.fsd.uta.fi/>

QUESTIONNAIRE

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More information: <http://www.fsd.uta.fi/>

Sosiaalibarometri 2000 -kysely

Ympyröikää toiminta-alueenne tilannetta tai käsityksiänne vastaava vaihtoehto tai kirjoittakaa vastaus sille varatulle riville. Kyselyssä toiminta-alueella tarkoitetaan niitä kuntia tai kuntien osa-alueita, jotka kuuluvat toimistonne piiriin. (Kyselyä ei ole lähetetty sivutoimistoille.)

Toimistonne sijaintikunta _____

Kuntanumero _____

Toimistonne toiminta-alueeseen kuuluvat kunnat tai kuntien osa-alueet

Kyselyn vastaamiseen osallistuneiden virka-asetat tai –nimikkeet:

- 1 toimiston johtoryhmä
- 2 toimistonjohtaja
- 3 toimistonhoitaja
- 4 apulaistoimistonjohtaja
- 5 johtava työvoimaneuvoja
- 6 muu, mikä? _____

I Kansalaisten hyvinvointi ja sosiaalinen turvallisuus

1. Millainen on arvionne mukaan toiminta-alueenne kansalaisten **hyvinvoinnin** tämän hetkinen **kokonaistilanne**?

huono 1 2 3 4 5 hyvä

2. Millaiseksi arvioitte **toiminta-alueenne kansalaisten** tämänhetkisen **tilanteen** seuraavien asioiden osalta?

	huono				hyvä
Yleinen turvallisuus	1	2	3	4	5
Taloudellinen turvallisuus	1	2	3	4	5
Sosiaalinen turvallisuus	1	2	3	4	5

3. Mitkä tekijät kuluneen vuoden aikana ovat vaikuttaneet eniten ihmisten hyvinvointiin toiminta-alueellanne?

4. Millainen on tällä hetkellä erilaisissa elämäntilanteissa olevien väestöryhmien **hyvinvointi ja sosiaalinen turvallisuus** toiminta-alueellanne? Arvioikaa kaikkien ryhmien tilannetta.

	huono					hyvä				
Elämänvaihe										
lapset	1	2	3	4	5					
nuoret	1	2	3	4	5					
nuoret aikuiset (18-29 -vuotiaat)	1	2	3	4	5					
keski-ikäiset (30-49 -vuotiaat)	1	2	3	4	5					
keski-ikäiset (50-64 -vuotiaat)	1	2	3	4	5					
ikääntyvät (65-74 -vuotiaat)	1	2	3	4	5					
vanhukset (yli 74 -vuotiaat)	1	2	3	4	5					
Lapsiperheet										
ydinperheet	1	2	3	4	5					
yhden huoltajan perheet	1	2	3	4	5					
uusperheet	1	2	3	4	5					
Työmarkkina-asema										
vakaalla työuralla olevat	1	2	3	4	5					
epävakaalla työuralla olevat	1	2	3	4	5					
pitkittyneesti työttömänä olevat	1	2	3	4	5					
Elämisympäristö										
kaupungin tai kunnan keskustassa asuvat	1	2	3	4	5					
kaupungin lähiöissä asuvat	1	2	3	4	5					
muussa taajamassa asuvat	1	2	3	4	5					
haja-asutusalueella asuvat	1	2	3	4	5					
Muut ryhmät										
opiskelijat	1	2	3	4	5					
eläkeläiset	1	2	3	4	5					
pitkäaikaissairaat	1	2	3	4	5					
lievästi vammaiset	1	2	3	4	5					
vaikeavammaiset	1	2	3	4	5					
mielenterveysongelmaiset	1	2	3	4	5					
päihdeongelmaiset	1	2	3	4	5					

5. Millainen seuraavien **taloudellisten etuuksien riittävyys** on käyttäjensä kannalta?

	huono					hyvä
Sairauden aikainen turva						
sairauspäiväraha	1	2	3	4	5	
sairauskustannusten korvaaminen	1	2	3	4	5	
kuntoutustuki ja kuntoutusraha	1	2	3	4	5	
Työttömyyden aikainen turva						
peruspäiväraha	1	2	3	4	5	
ansiopäiväraha	1	2	3	4	5	
työmarkkinatuki	1	2	3	4	5	
koulutustuki	1	2	3	4	5	
Eläketurva						
kansaneläke	1	2	3	4	5	
työeläke	1	2	3	4	5	
Eräät perhe-etuudet						
lapsilisät	1	2	3	4	5	
lasten kotihoidon tuki	1	2	3	4	5	
omaishoidon tuki	1	2	3	4	5	
asumistuki	1	2	3	4	5	
Opintotuki						
opintoraha	1	2	3	4	5	
opintolaina	1	2	3	4	5	
Toimeentulotuki						
toimeentulotuki	1	2	3	4	5	
ehkäisevä toimeentulotuki	1	2	3	4	5	

6. Millainen ongelma arvionne mukaan on sosiaaliturvan taloudellisten etuuksien väärinkäyttö toiminta-alueellanne?

pieni 1 2 3 4 5 **suuri**

Millä sosiaaliturvajärjestelmän osa-alueilla väärinkäytökset ovat mielestänne yleisimpiä?

7. Millaiseksi arvioitte seuraavien tahojen tämän hetkisen merkityksen kansalaisten tarvitseman avun tai tuen tuottamisessa?

	pieni				suuri
Perhe ja lähisukulaiset	1	2	3	4	5
Muut sukulaiset	1	2	3	4	5
Ystävät	1	2	3	4	5
Naapurit	1	2	3	4	5
Järjestöjen vapaaehtoiminta	1	2	3	4	5
Järjestöjen palvelut	1	2	3	4	5
Seurakuntien palvelut	1	2	3	4	5
Yksityiset sosiaali- ja terveystyöpalvelut	1	2	3	4	5
Kunnan sosiaalitoimen palvelut	1	2	3	4	5
Kunnan terveystoimen palvelut	1	2	3	4	5
Kansaneläkelaitoksen palvelut	1	2	3	4	5
Työvoimapalvelut	1	2	3	4	5
Sosiaali- ja terveystyöpalvelut:					
<input type="checkbox"/> Kuntayhtymien tuottamat	1	2	3	4	5
<input type="checkbox"/> Kunnan ja valtion yhdessä tuottamat	1	2	3	4	5
<input type="checkbox"/> Julkisen sektorin ja järjestöjen yhdessä tuottamat	1	2	3	4	5

II Tietoja voimavaroista ja palvelujen toimivuudesta

8. Jos ajattelemme, että Suomen kunnat jaettaisiin sosiaalis-taloudellisen tilanteensa perusteella **pulmakuntiin, tienhaarakuntiin ja etenijäkuntiin**, mihin ryhmään katsoisitte toiminta-alueenne ja toimistonne sijaintikunnan kuuluvan? Arvioikaa ensin toimistonne koko toiminta-alueen ja sitten toimistonne sijaintikunnan sijoittuminen tällä ulottuvuudella.

- 1 = **Pulmakunta** Näiden kuntien sosiaalisiin ja taloudellisiin ongelmiin ratkaisujen löytäminen on vaikeaa.
- 2 = **Tienhaarakunta** Näiden kuntien tilanteessa on sekä selviä ongelmia että ratkaisun mahdollisuuksia.
- 3 = **Etenijäkunta** Näiden kuntien sosiaalinen ja taloudellinen tilanne on vallitsevaan tilanteeseen nähden hyvä.

1 2 3 koko toiminta-alueemme

1 2 3 toimiston sijaintikunta _____

9. Arvioikaan toimistonne kokonaishenkilöstömäärän muutosta.

Vuonna 1999

- 1 henkilöstömäärä väheni
2 henkilöstömäärä pysyi ennallaan
3 henkilöstömäärä kasvoi

Arvio vuodelle 2000

- 1 henkilöstömäärä vähenee
2 henkilöstömäärä pysyy ennallaan
3 henkilöstömäärä kasvaa

10. Millaiset ovat toimistonne työntekijöiden vallitsevat tunnelmat kunnassanne vuoden 2000 alussa?

huolestuneet 1 2 3 4 5 **toiveikkaat**

11. Kuinka arvioitte odotettavissa olevien henkilöstöresurssien riittävän kaikkien toimistonne tehtävien hoitamiseen?

huonosti 1 2 3 4 5 **hyvin**

12. Miten toimistossanne on kyetty huolehtimaan työntekijöiden ammatillisesta osaamisesta ja sen kehittämisestä?

huonosti 1 2 3 4 5 **hyvin**

13. Kuinka toiminta-alueellanne voidaan arvionne mukaan **turvata kansalaisten tarvitsemat palvelut** kuntien nykyisillä voimavaroilla?

	huonosti					hyvin
	1	2	3	4	5	
Terveyspalvelut	1	2	3	4	5	
Sosiaalipalvelut	1	2	3	4	5	
Yleissivistävät koulutuspalvelut	1	2	3	4	5	
Ammatilliset ja muut koulutuspalvelut	1	2	3	4	5	
Kulttuuri- ja vapaa-ajanpalvelut	1	2	3	4	5	
Liikuntapalvelut	1	2	3	4	5	
Tekniset ja ympäristöpalvelut	1	2	3	4	5	
Elinkeinopalvelut	1	2	3	4	5	

14. Kuinka toiminta-alueellanne voidaan arvionne mukaan **turvata kansalaisten tarvitsemat työvoimatoimiston palvelut** nykyisillä voimavaroilla?

huonosti 1 2 3 4 5 **hyvin**

15. Millainen on seuraavien palvelujen **toimivuus toiminta-alueellanne?** Arvioikaa myös palvelutarjonnassa vuonna 1999 tapahtuneet **määrälliset muutokset** kaikista mainituista palveluista. Pyydämme teitä arvioimaan kaikkia palveluja, myös mahdollisia ostopalveluja.

**PALVELUTARJONNAN
MUUTOKSET**

PALVELUJEN TOIMIVUUS

X=en tunne palvelua				Kunnan sosiaalipalvelut	PALVELUJEN TOIMIVUUS				
	vähennetty	lisätty			huono				hyvä
X	1	2	3		1	2	3	4	5
X	1	2	3	neuvonta ja ohjaus	1	2	3	4	5
X	1	2	3	lasten päivähoitopalvelut	1	2	3	4	5
X	1	2	3	lapsiperheiden kotipalvelut	1	2	3	4	5
X	1	2	3	kasvatus- ja perheneuvonta	1	2	3	4	5
X	1	2	3	lastensuojelutyö	1	2	3	4	5
X	1	2	3	vanhusten kotipalvelut	1	2	3	4	5
X	1	2	3	vanhusten palveluasuminen	1	2	3	4	5
X	1	2	3	vanhusten laitospalvelut	1	2	3	4	5
X	1	2	3	A-klinikkapalvelut	1	2	3	4	5
X	1	2	3	päihdehuollon kuntoutus- ja asumispalvelut	1	2	3	4	5
X	1	2	3	päihdehuollon laitoshoido	1	2	3	4	5
X	1	2	3	toimeentulotuki	1	2	3	4	5
X	1	2	3	sosiaalityö	1	2	3	4	5
X	1	2	3	kriisipalvelut	1	2	3	4	5
X	1	2	3	vammaispalvelut	1	2	3	4	5
X	1	2	3	palvelut maahanmuuttajille	1	2	3	4	5
X	1	2	3	velkaneuvonta	1	2	3	4	5
				Kunnan terveystpalvelut					
X	1	2	3	neuvonta ja ohjaus	1	2	3	4	5
X	1	2	3	yleislääkäripalvelut	1	2	3	4	5
X	1	2	3	erikoislääkäripalvelut	1	2	3	4	5
X	1	2	3	terveyden- ja sairaanhoitajan vastaanotto	1	2	3	4	5
X	1	2	3	äitiys- ja lastenneuvola	1	2	3	4	5
X	1	2	3	kotisairaanhoito	1	2	3	4	5
X	1	2	3	kouluterveydenhuolto	1	2	3	4	5
X	1	2	3	opiskelijaterveydenhuolto	1	2	3	4	5
X	1	2	3	perusterveydenhuollon laitoshoido	1	2	3	4	5
X	1	2	3	erikoissairaanhoidon laitoshoido	1	2	3	4	5
X	1	2	3	terveyskeskussairaalahoito	1	2	3	4	5
X	1	2	3	työterveyshuolto	1	2	3	4	5
X	1	2	3	laboratorio- ja radiologiset tutkimukset	1	2	3	4	5
X	1	2	3	fysioterapia	1	2	3	4	5
X	1	2	3	hammashuolto	1	2	3	4	5
X	1	2	3	psykiatrinen avohoito	1	2	3	4	5
X	1	2	3	psykiatrinen laitoshoido	1	2	3	4	5

**PALVELUTARJONNAN
MUUTOKSET**

X=en tunne palvelua				
	vähennetty	lisätty		
X	1	2	3	Kansaneläkelaitoksen palvelut
				neuvonta, ohjaus ja tiedottaminen
X	1	2	3	työttömyyskorvaus
X	1	2	3	eläkkeet
X	1	2	3	sairauspäiväraha
X	1	2	3	sairauskustannusten korvaaminen
X	1	2	3	kuntoutus
X	1	2	3	perhe-etuudet
X	1	2	3	asumistuki
Työhallinnon palvelut				
X	1	2	3	neuvonta, ohjaus ja tiedottaminen
X	1	2	3	tukityöllistäminen
X	1	2	3	ammatinvalinnan ohjaus
X	1	2	3	työvoimapolitiittinen koulutus
X	1	2	3	kuntoutuspalvelut
X	1	2	3	työnvälitys työnhakijoille
X	1	2	3	rekrytointipalvelu työnantajille
Yksityiset sosiaali- ja terveyspalvelut				
X	1	2	3	yleiset terveyspalvelut
X	1	2	3	erikoislääkäripalvelut
X	1	2	3	lasten palvelut
X	1	2	3	vanhusten palvelut
X	1	2	3	vammaispalvelut
X	1	2	3	päihdehuollon palvelut
X	1	2	3	mielenterveyspalvelut

PALVELUJEN TOIMIVUUS

					huono				hyvä
	1	2	3	4	5				
	1	2	3	4	5				
	1	2	3	4	5				
	1	2	3	4	5				
	1	2	3	4	5				
	1	2	3	4	5				
	1	2	3	4	5				
	1	2	3	4	5				
	1	2	3	4	5				
	1	2	3	4	5				
	1	2	3	4	5				
	1	2	3	4	5				
	1	2	3	4	5				
	1	2	3	4	5				
	1	2	3	4	5				
	1	2	3	4	5				
	1	2	3	4	5				
	1	2	3	4	5				
	1	2	3	4	5				
	1	2	3	4	5				
	1	2	3	4	5				

III Toimintaympäristön muutos ja toiminnan organisointi

16. Millainen vaikutus seuraavilla tekijöillä on tällä hetkellä toiminta-alueenne kansalaisten hyvinvointiin?

	pieni					suuri				
	1	2	3	4	5	1	2	3	4	5
Kunnallinen sosiaali- ja terveyspolitiikka	1	2	3	4	5	1	2	3	4	5
Seudullinen sosiaali- ja terveyspolitiikka	1	2	3	4	5	1	2	3	4	5
Valtakunnallinen sosiaali- ja terveyspolitiikka	1	2	3	4	5	1	2	3	4	5
Euroopan unionin sosiaali- ja terveyspolitiikka	1	2	3	4	5	1	2	3	4	5

17. Mistä olette tällä hetkellä työvoimatoimistonne johtavana työntekijänä

a. huolestunein _____

b. tyytyväisin _____

18. Millainen on muuttoliikkeen vaikutus toiminta-alueellanne?

pieni 1 2 3 4 5 **suuri**

kielteinen 1 2 3 4 5 **myönteinen**

Millaisia haittoja tai hyötyjä muuttoliikkeestä seuraa toiminta-alueellenne?

19. Kuinka suuri **merkitys kolmannella sektorilla** (järjestöt, yhdistykset, säätiöt, seurakunnat ja muu kansalaistoiminta) on tällä hetkellä toiminta-alueellanne seuraavissa asioissa?

	pieni				suuri
Osallistumismahdollisuuksien takaaminen	1	2	3	4	5
Järjestöjen palvelutoiminta	1	2	3	4	5
Samassa asemassa olevien ihmisten keskinäinen tuki (vertaistuki)	1	2	3	4	5
Sosiaalipalvelujen osana toimiminen	1	2	3	4	5
Terveyspalvelujen osana toimiminen	1	2	3	4	5
Työllisyyden ylläpito	1	2	3	4	5
Toimeentulon turvaaminen	1	2	3	4	5
Harrastus- ja virkistystoiminta	1	2	3	4	5

IV Kansalaisten sosiaaliset oikeudet

Lopuksi tarkastellaan kansalaisten sosiaalisten oikeuksien toteutumista sosiaalisten oikeuksien näkökulmasta.

*Perustuslakiin on kirjattu sosiaalisia oikeuksia koskevat periaatteet: Jokaisella, joka ei kykene hankkimaan ihmisarvoisen elämän edellyttämää turvaa, on oikeus välttämättömään toimeentuloon ja huolenpitoon. Lailla taataan jokaiselle oikeus **perustoimeentulon turvaan** työttömyyden, sairauden, työkyvyttömyyden ja vanhuuden aikana sekä lapsen syntymän ja huoltajan menetyksen perusteella. **Huolenpidolla** tässä tarkoitetaan lähinnä riittäviä sosiaali- ja terveystalveluja. Erikseen laissa on nostettu esiin väestön terveyden edistäminen, lapsen kasvun ja kehityksen tukeminen sekä jokaisen kansalaisen oikeus asuntoon.*

20. Kuinka hyvin mielestänne seuraavat sosiaaliset oikeudet toteutuvat toiminta-alueellanne?

	huonosti					hyvin				
Perustoimeentuloturva	1	2	3	4	5	1	2	3	4	5
Riittävät sosiaali- ja terveystalvelut	1	2	3	4	5	1	2	3	4	5

21. Miten toiminta-alueenne kansalaisten sosiaaliset oikeudet kyetään mielestänne turvaamaan?

huonosti 1 2 3 4 5 hyvin

Mikäli sosiaaliset oikeudet eivät toteudu toiminta-alueellanne kaikilta osin, missä määrin seuraavat tekijät vaikuttavat niiden toteutumattomuuteen?

	vähän					paljon				
Taloudellisten voimavarojen niukkuus	1	2	3	4	5	1	2	3	4	5
Oikeuksien epäselvyys	1	2	3	4	5	1	2	3	4	5
Oikeuksien toteuttamiskeinojen riittämättömyys	1	2	3	4	5	1	2	3	4	5

22. Miten käsityksenne mukaan voitaisiin edesauttaa sosiaalisten oikeuksien toteutumista?

23. Seuraava kysymys liittyy subjektiivisiin oikeuksiin. Subjektiivisilla oikeuksilla tarkoitetaan yleensä niitä etuuksia, joiden myöntämiseen ei liity tarveharkintaa. Mitä mielestänne pitäisi sisältyä kansalaisten subjektiivisiin oikeuksiin?

Pyydämme Teitä vielä vastaamaan kahteen kysymykseen kansalaisten oikeusturvasta ja sen toteutumisesta yleensä.

24. Miten arvionne mukaan toiminta-alueenne kansalaisten **oikeusturva** toteutuu kokonaisuudessaan tällä hetkellä?

huonosti 1 2 3 4 5 **hyvin**

25. Millaiseksi arvioitte tällä hetkellä toiminta-alueenne kansalaisten **oikeuspalveluiden saatavuuden** seuraavien palvelujärjestelmien osalta?

	huono					hyvä
Yksityiset asianajopalvelut	1	2	3	4	5	
Kunnallinen oikeusapu	1	2	3	4	5	
Potilasasiamiespalvelut	1	2	3	4	5	

26. Millaiseksi arvioitte **sosiaaliasiamiespalvelujen** tarpeellisuuden toiminta-alueenne kansalaisten kannalta?

pieni 1 2 3 4 5 **suuri**

Kiitos vastauksestanne!

Sosiaalibarometri 2000 -kyselyn tulokset julkaistaan 22.3.2000. Jotta myös Teidän vastauksenne ehtisi mukaan raporttiin, pyydämme Teitä vastaamaan mahdollisimman pian. Toivomme, että palautatte kyselyn **viimeistään 10. tammikuuta 2000**.

Palautusosoite: Sosiaalibarometri 2000
 Sosiaali- ja terveysturvan keskusliitto ry
 Kotkankatu 9
 00510 Helsinki

KYSELYLOMAKE

Tämä kyselylomake on osa Yhteiskuntatieteelliseen tietoaarkistoon arkistoitua tutkimusaineistoa

FSD1135 Sosiaalibarometri 2000

Kyselylomaketta hyödyntävien tulee viitata siihen asianmukaisesti lähdeviitteellä.

Lisätiedot: <http://www.fsd.uta.fi/>

QUESTIONNAIRE

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More information: <http://www.fsd.uta.fi/>

Sosiaalibarometri 2000 -kysely

Järjestöllä tarkoitamme tässä kyselyssä liittonne koko toimintaa, joka sisältää keskustoimiston lisäksi myös mahdolliset alueelliset ja paikalliset yhdistykset ja muut toimintayksiköt. Osa kysymyksistä koskee järjestönne toiminnan kohteena olevaa ryhmää ja osa kaikkia kansalaisia. Ympyröikää järjestönne tilannetta tai käsityksiänne vastaava vaihtoehto tai kirjoittakaa vastaus sille varatulle riville.

Järjestön nimi _____

Vastaajan tehtävänimike:

- 1 johtoryhmä
- 2 toiminnanjohtaja, toimitusjohtaja, pääsihteeri
- 3 talouspäällikkö
- 4 järjestösihteeri, sihteeri
- 5 hallituksen puheenjohtaja
- 6 muu, mikä? _____

I Tietoja järjestöstänne ja sen voimavaroista

1. Mille toiminta-alueelle sijoittaisitte järjestönne ensisijaisesti?

- 1 lastensuojelu / nuorisokasvatus
- 2 vanhustyö
- 3 vammaistyö
- 4 sairausryhmäkohtainen työ
- 5 päihde- / huume- / raittiustyö
- 6 ammattiin perustuva edunvalvonta
- 7 muu, mikä? _____

2. Millaisia toimintayksiköitä järjestöönne sisältyy? Voitte valita useampia vaihtoehtoja.

- 1 keskustuimisto
- 2 alueellisia tai paikallisia yhdistyksiä
- 3 erillisiä toimintayksiköitä (esim. kuntoutuslaitos)

3. Millä maantieteellisellä alueella järjestönnne toimintayksiköt toimivat?

- 1 järjestömmne toimii kunnissa / yksittäisessä kunnassa / kunnan osa-alueella
- 2 järjestömmne toimii yksittäisessä maakunnassa tai läänissä
- 3 toimintamme on valtakunnallisesti kattavaa

4. Arvioikaa koko järjestönnne (keskustuimisto, aluetoimistot ja toimintayksiköt) **palkatun kokonaishenkilöstömäärän** muutosta.

Vuonna 1999

- 1 henkilöstömäärä väheni
- 2 henkilöstömäärä pysyi ennallaan
- 3 henkilöstömäärä kasvoi
- 4 ei palkattua henkilöstöä

Arvio vuodelle 2000

- 1 henkilöstömäärä vähenee
- 2 henkilöstömäärä pysyy ennallaan
- 3 henkilöstömäärä kasvaa
- 4 ei palkattua henkilöstöä

5. Millaiset ovat järjestönnne työntekijöiden vallitsevat tunnelmat vuoden 2000 alussa?

huolestuneet 1 2 3 4 5 **toiveikkaat**

6. Miten järjestössänne on kyetty huolehtimaan työntekijöiden ammatillisesta osaamisesta ja sen kehittämisestä?

huonosti 1 2 3 4 5 **hyvin**

7. Millaiseksi arvioitte järjestönnne taloudellisen tilanteen toiminnan ylläpitämisen kannalta vuoden 2000 alussa?

huono 1 2 3 4 5 **hyvä**

8. Mikä oli seuraavien tahojen rahoituksen merkitys järjestölle vuonna 1999?

	pieni					suuri	ei koske järjestöämme
Oman toiminnan tuotot	1	2	3	4	5		X
Raha-automaattiyhdistys	1	2	3	4	5		X
Kunnat	1	2	3	4	5		X
Sosiaali- ja terveysministeriö	1	2	3	4	5		X
Muu valtion rahoitus	1	2	3	4	5		X
EU:n ohjelmat	1	2	3	4	5		X
Lahjoitukset, testamentit yms.	1	2	3	4	5		X

II Kansalaisten hyvinvointi ja sosiaalinen turvallisuus

9. Millainen on arvionne mukaan toimintanne kohteena olevan väestöryhmän **hyvinvoinnin** tämän hetkinen **kokonaistilanne**?

huono 1 2 3 4 5 **hyvä**

10. Millaiseksi arvioitte **toimintanne kohteena olevan väestöryhmän** tämänhetkisen tilanteen seuraavien asioiden osalta?

	huono					hyvä
Yleinen turvallisuus	1	2	3	4	5	
Taloudellinen turvallisuus	1	2	3	4	5	
Sosiaalinen turvallisuus	1	2	3	4	5	

11. Mitkä tekijät ovat vaikuttaneet eniten toimintanne kohteena olevan väestöryhmän hyvinvoinnin tilanteeseen kuluneen vuoden aikana?

12. Millainen on tällä hetkellä erilaisissa elämäntilanteissa olevien väestöryhmien **hyvinvointi ja sosiaalinen turvallisuus** maassamme? Arvioikaa kaikkien ryhmien tilannetta.

	huono				hyvä
Elämänvaihe					
lapset	1	2	3	4	5
nuoret	1	2	3	4	5
nuoret aikuiset (18-29 -vuotiaat)	1	2	3	4	5
keski-ikäiset (30-49 -vuotiaat)	1	2	3	4	5
keski-ikäiset (50-64 -vuotiaat)	1	2	3	4	5
ikäntyvät (65-74 -vuotiaat)	1	2	3	4	5
vanhukset (yli 74 -vuotiaat)	1	2	3	4	5
Lapsiperheet					
ydinperheet	1	2	3	4	5
yhden huoltajan perheet	1	2	3	4	5
uusperheet	1	2	3	4	5
Työmarkkina-asema					
vakaalla työuralla olevat	1	2	3	4	5
epävakaalla työuralla olevat	1	2	3	4	5
pitkittyneesti työttömänä olevat	1	2	3	4	5
Elämisympäristö					
kaupungin tai kunnan keskustassa asuvat	1	2	3	4	5
kaupungin lähiöissä asuvat	1	2	3	4	5
muussa taajamassa asuvat	1	2	3	4	5
haja-asutusalueella asuvat	1	2	3	4	5
Muut ryhmät					
opiskelijat	1	2	3	4	5
eläkeläiset	1	2	3	4	5
pitkäaikaissairaat	1	2	3	4	5
lievästi vammaiset	1	2	3	4	5
vaikeavammaiset	1	2	3	4	5
mielenterveysongelmaiset	1	2	3	4	5
päihdeongelmaiset	1	2	3	4	5

13. Millainen seuraavien **taloudellisten etuuksien riittävyys** on käyttäjensä kannalta?

	huono					hyvä
Sairauden aikainen turva						
sairauspäiväraha	1	2	3	4	5	
sairauskustannusten korvaaminen	1	2	3	4	5	
kuntoutustuki ja kuntoutusraha	1	2	3	4	5	
Työttömyyden aikainen turva						
peruspäiväraha	1	2	3	4	5	
ansiopäiväraha	1	2	3	4	5	
työmarkkinatuki	1	2	3	4	5	
koulutustuki	1	2	3	4	5	
Eläketurva						
kansaneläke	1	2	3	4	5	
työeläke	1	2	3	4	5	
Eräät perhe-etuudet						
lapsilisät	1	2	3	4	5	
lasten kotihoidon tuki	1	2	3	4	5	
omaishoidon tuki	1	2	3	4	5	
asumistuki	1	2	3	4	5	
Opintotuki						
opintoraha	1	2	3	4	5	
opintolaina	1	2	3	4	5	
Toimeentulotuki						
toimeentulotuki	1	2	3	4	5	
ehkäisevä toimeentulotuki	1	2	3	4	5	

14. Millainen ongelma arvionne mukaan on sosiaaliturvan taloudellisten etuuksien väärinkäyttö maassamme?

pieni 1 2 3 4 5 **suuri**

Millä sosiaaliturvajärjestelmän osa-alueilla väärinkäytökset ovat mielestänne yleisimpiä?

15. Millaiseksi arvioitte seuraavien tahojen tämän hetkisen **merkityksen** kansalaisten tarvitseman avun tai tuen tuottamisessa?

	pieni					suuri				
	1	2	3	4	5	1	2	3	4	5
Perhe ja lähisukulaiset	1	2	3	4	5	1	2	3	4	5
Muut sukulaiset	1	2	3	4	5	1	2	3	4	5
Ystävät	1	2	3	4	5	1	2	3	4	5
Naapurit	1	2	3	4	5	1	2	3	4	5
Järjestöjen vapaaehtoistoiminta	1	2	3	4	5	1	2	3	4	5
Järjestöjen palvelut	1	2	3	4	5	1	2	3	4	5
Seurakuntien palvelut	1	2	3	4	5	1	2	3	4	5
Yksityiset sosiaali- ja terveyspalvelut	1	2	3	4	5	1	2	3	4	5
Kunnan sosiaalitoimen palvelut	1	2	3	4	5	1	2	3	4	5
Kunnan terveystoimen palvelut	1	2	3	4	5	1	2	3	4	5
Kansaneläkelaitoksen palvelut	1	2	3	4	5	1	2	3	4	5
Työvoimapalvelut	1	2	3	4	5	1	2	3	4	5
Sosiaali- ja terveyspalvelut:										
<input type="checkbox"/> Kuntayhtymien tuottamat	1	2	3	4	5	1	2	3	4	5
<input type="checkbox"/> Kunnan ja valtion yhdessä tuottamat	1	2	3	4	5	1	2	3	4	5
<input type="checkbox"/> Julkisen sektorin ja järjestöjen yhdessä tuottamat	1	2	3	4	5	1	2	3	4	5

III Kolmas sektori osana hyvinvoinnin kenttää

16. Kuinka suuri **merkitys kolmannella sektorilla yleensä** (järjestöt, yhdistykset, seurakunnat ja muu kansalaistoiminta) ja **omalla järjestöllänne** on tällä hetkellä seuraavissa asioissa?

Kolmas sektori						Oma järjestö				
pieni						pieni		suuri		
1	2	3	4	5		1	2	3	4	5
1	2	3	4	5	Osallistumismahdollisuuksien takaaminen	1	2	3	4	5
1	2	3	4	5	Järjestöjen palvelutoiminta	1	2	3	4	5
1	2	3	4	5	Samassa asemassa olevien ihmisten keskinäinen tuki (vertaistuki)	1	2	3	4	5
1	2	3	4	5	Sosiaalipalvelujen osana toimiminen	1	2	3	4	5
1	2	3	4	5	Terveyspalvelujen osana toimiminen	1	2	3	4	5
1	2	3	4	5	Työllisyyden ylläpito	1	2	3	4	5
1	2	3	4	5	Toimeentulon turvaaminen	1	2	3	4	5
1	2	3	4	5	Harrastus- ja virkistystoiminta	1	2	3	4	5

17. Miten näette järjestönne toiminnan painopisteet? Arvioikaa seuraavien profiilien painotusta.

	pieni					ei koske
	1	2	3	4	5	suuri järjestöämme
Edunvalvontajärjestö	1	2	3	4	5	X
Jäsenjärjestö	1	2	3	4	5	X
Vapaaehtoistoimintaa ylläpitävä järjestö	1	2	3	4	5	X
Palveluntuottajajärjestö	1	2	3	4	5	X
Asiantuntijajärjestö	1	2	3	4	5	X

18. Mikä on järjestönne keskeisin vaikuttamisen kohde sosiaali- ja terveystaloudessa tällä hetkellä?

19. Kuinka keskeisiä seuraavat toimintamuodot ovat järjestössänne tällä hetkellä? Ottakaa kantaa jokaiseen kohtaan.

	MERKITYS					ei ole tällaista	
	pieni					suuri	toimintaa
	1	2	3	4	5		X
Kuntoutus- ja hoitopalvelut	1	2	3	4	5		X
Kotipalvelut	1	2	3	4	5		X
Päiväkeskus- ja työtoiminta	1	2	3	4	5		X
Tukihenkilö- ja vapaaehtoistoiminta	1	2	3	4	5		X
Virkistys- ja lomatoiminta	1	2	3	4	5		X
Kriisipalvelut	1	2	3	4	5		X
Palveluasuminen	1	2	3	4	5		X
Jäsenpalvelut	1	2	3	4	5		X
Koulutustoiminta	1	2	3	4	5		X
Kehittämiprojektit	1	2	3	4	5		X
Tiedotustoiminta	1	2	3	4	5		X
Julkaisutoiminta	1	2	3	4	5		X
Tutkimustoiminta	1	2	3	4	5		X
Kansainvälinen toiminta	1	2	3	4	5		X
Varainhankinta	1	2	3	4	5		X
Muu, mikä? _____	1	2	3	4	5		X

20. Onko järjestönne työllistänyt työntekijöitä **työllistämistuella** vuosina 1998 ja 1999?

- 1 ei
2 kyllä

Jos järjestönne on käyttänyt kyseistä työllistämismuotoa, millaisena näette **työllistämistuen** merkityksen järjestönne toiminnan kannalta?

pieni 1 2 3 4 5 **suuri**

21. Onko järjestönne palkannut työntekijöitä **yhdistelmätuella** vuosina 1998 ja 1999?

- 1 ei
2 kyllä

Jos järjestönne on käyttänyt kyseistä työllistämismuotoa, millaisena näette **yhdistelmätuen** merkityksen järjestönne toiminnan kannalta?

pieni 1 2 3 4 5 **suuri**

22. Onko järjestönne toiminnassa tapahtumassa merkittävää muutosta vuonna 2000?

- 1 ei
2 kyllä, mitä? _____

23. Mistä olette tällä hetkellä järjestönne johtajana

- a. huolestunein _____

b. tyytyväisin _____

IV Kansalaisten sosiaaliset oikeudet

Lopuksi tarkastellaan kansalaisten sosiaalisten oikeuksien toteutumista sosiaalisten oikeuksien näkökulmasta.

*Perustuslakiin on kirjattu sosiaalisia oikeuksia koskevat periaatteet: Jokaisella, joka ei kykene hankkimaan ihmisarvoisen elämän edellyttämää turvaa, on oikeus välttämättömään toimeentuloon ja huolenpitoon. Lailla taataan jokaiselle oikeus **perustoimeentulon turvaan** työttömyyden, sairauden, työkyvyttömyyden ja vanhuuden aikana sekä lapsen syntymän ja huoltajan menetyksen perusteella. **Huolenpidolla** tässä tarkoitetaan lähinnä riittäviä sosiaali- ja terveyspalveluja. Erikseen laissa on nostettu esiin väestön terveyden edistäminen, lapsen kasvun ja kehityksen tukeminen sekä jokaisen kansalaisen oikeus asuntoon.*

24. Kuinka hyvin mielestänne seuraavat sosiaaliset oikeudet toteutuvat toimintanne kohteena olevan ryhmän kannalta?

	huonosti					hyvin				
Perustoimeentuloturva	1	2	3	4	5	1	2	3	4	5
Riittävät sosiaali- ja terveyspalvelut	1	2	3	4	5	1	2	3	4	5

25. Miten toimintanne kohteena olevan ryhmän sosiaaliset oikeudet kyetään mielestänne turvaamaan?

huonosti 1 2 3 4 5 hyvin

Mikäli sosiaaliset oikeudet eivät mielestänne toteudu kaikilta osin, missä määrin seuraavat tekijät vaikuttavat niiden toteutumattomuuteen?

	vähän					paljon				
Taloudellisten voimavarojen niukkuus	1	2	3	4	5	1	2	3	4	5
Oikeuksien epäselvyys	1	2	3	4	5	1	2	3	4	5
Oikeuksien toteuttamiskeinojen riittämättömyys	1	2	3	4	5	1	2	3	4	5

26. Miten käsityksenne mukaan voitaisiin edesauttaa sosiaalisten oikeuksien toteutumista?

27. Seuraava kysymys liittyy subjektiivisiin oikeuksiin. Subjektiivisilla oikeuksilla tarkoitetaan yleensä niitä etuuksia, joiden myöntämiseen ei liity tarveharkintaa. Mitä mielestänne pitäisi sisältyä kansalaisten subjektiivisiin oikeuksiin?

Pyydämme Teitä vielä vastaamaan kahteen kysymykseen kansalaisten oikeusturvasta ja sen toteutumisesta yleensä.

28. Miten arvionne mukaan kansalaisten **oikeusturva** toteutuu kokonaisuudessaan tällä hetkellä?

huonosti 1 2 3 4 5 **hyvin**

29. Millaiseksi arvioitte tällä hetkellä **oikeuspalveluiden saatavuuden** seuraavien palvelujärjestelmien osalta?

	huono					hyvä				
Yksityiset asianajopalvelut	1	2	3	4	5	1	2	3	4	5
Kunnallinen oikeusapu	1	2	3	4	5	1	2	3	4	5
Potilasasiamiespalvelut	1	2	3	4	5	1	2	3	4	5

30. Millaiseksi arvioitte **sosiaaliasiamiespalvelujen** tarpeellisuuden kansalaisten kannalta?

pieni 1 2 3 4 5 **suuri**

Kiitos vastauksestanne!

Sosiaalibarometri 2000 -kyselyn tulokset julkaistaan 22.3.2000. Jotta myös Teidän vastauksenne ehtisi mukaan raporttiin, pyydämme Teitä vastaamaan mahdollisimman pikaisesti. Toivomme, että palautatte kyselyn **viimeistään 10. tammikuuta 2000**.

Palautusosoite: Sosiaalibarometri 2000
 Sosiaali- ja terveysturvan keskusliitto ry
 Kotkankatu 9
 00510 Helsinki

KYSELYLOMAKE

Tämä kyselylomake on osa Yhteiskuntatieteelliseen tietoaarkistoon arkistoitua tutkimusaineistoa

FSD1135 Sosiaalibarometri 2000

Kyselylomaketta hyödyntävien tulee viitata siihen asianmukaisesti lähdeviitteellä.

Lisätiedot: <http://www.fsd.uta.fi/>

QUESTIONNAIRE

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Sosiaalibarometri 2000 -kysely

Ympyröikää toiminta-alueenne tilannetta tai käsityksiänne vastaava vaihtoehto tai kirjoittakaa vastaus sille varatulle riville. Kyselyssä toiminta-alueella tarkoitetaan niitä kuntia tai kuntien osa-alueita, jotka kuuluvat terveysterveyskeskuksenne piiriin. (Kyselyä ei ole lähetetty terveysterveyskeskuksille.)

Terveysterveyskeskuksen sijaintikunta _____

Kuntanumero _____

Terveysterveyskeskuksen toiminta-alueeseen kuuluvat kunnat tai kuntien osa-alueet

Kyselyn vastaamiseen osallistuneiden virka-asetat tai –nimikkeet:

- 1 johtoryhmä
2 johtava lääkäri, ylilääkäri
3 johtava hoitaja
4 muu, mikä? _____

I Kansalaisten hyvinvointi ja sosiaalinen turvallisuus

1. Millainen on arvionne mukaan toiminta-alueenne kansalaisten **hyvinvoinnin** tämän hetkinen **kokonaistilanne**?

huono 1 2 3 4 5 **hyvä**

2. Millaiseksi arvioitte **toiminta-alueenne kansalaisten** tämänhetkisen **tilanteen** seuraavien asioiden osalta?

	huono				hyvä
Yleinen turvallisuus	1	2	3	4	5
Taloudellinen turvallisuus	1	2	3	4	5
Sosiaalinen turvallisuus	1	2	3	4	5

3. Mitkä tekijät kuluneen vuoden aikana ovat vaikuttaneet eniten ihmisten hyvinvointiin toiminta-alueellanne?

4. Millainen on tällä hetkellä erilaisissa elämäntilanteissa olevien väestöryhmien **hyvinvointi ja sosiaalinen turvallisuus** toiminta-alueellanne? Arvioikaa kaikkien ryhmien tilannetta.

	huono				hyvä
Elämänvaihe					
lapset	1	2	3	4	5
nuoret	1	2	3	4	5
nuoret aikuiset (18-29 -vuotiaat)	1	2	3	4	5
keski-ikäiset (30-49 -vuotiaat)	1	2	3	4	5
keski-ikäiset (50-64 -vuotiaat)	1	2	3	4	5
ikääntyvät (65-74 -vuotiaat)	1	2	3	4	5
vanhukset (yli 74 -vuotiaat)	1	2	3	4	5
Lapsiperheet					
ydinperheet	1	2	3	4	5
yhden huoltajan perheet	1	2	3	4	5
uusperheet	1	2	3	4	5
Työmarkkina-asema					
vakaalla työuralla olevat	1	2	3	4	5
epävakaalla työuralla olevat	1	2	3	4	5
pitkittyneesti työttömänä olevat	1	2	3	4	5
Elämisympäristö					
kaupungin tai kunnan keskustassa asuvat	1	2	3	4	5
kaupungin lähiöissä asuvat	1	2	3	4	5
muussa taajamassa asuvat	1	2	3	4	5
haja-asutusalueella asuvat	1	2	3	4	5
Muut ryhmät					
opiskelijat	1	2	3	4	5
eläkeläiset	1	2	3	4	5
pitkäaikaissairaat	1	2	3	4	5
lievästi vammaiset	1	2	3	4	5
vaikeavammaiset	1	2	3	4	5
mielenterveysongelmaiset	1	2	3	4	5
päihdeongelmaiset	1	2	3	4	5

5. Millainen seuraavien **taloudellisten etuuksien riittävyys** on käyttäjänsä kannalta?

	huono					hyvä
Sairausten aikainen turva						
sairauspäiväraha	1	2	3	4	5	
sairauskustannusten korvaaminen	1	2	3	4	5	
kuntoutustuki ja kuntoutusraha	1	2	3	4	5	
Työttömyyden aikainen turva						
peruspäiväraha	1	2	3	4	5	
ansiopäiväraha	1	2	3	4	5	
työmarkkinatuki	1	2	3	4	5	
koulutustuki	1	2	3	4	5	
Eläketurva						
kansaneläke	1	2	3	4	5	
työeläke	1	2	3	4	5	
Eräät perhe-etuudet						
lapsilisät	1	2	3	4	5	
lasten kotihoidon tuki	1	2	3	4	5	
omaishoidon tuki	1	2	3	4	5	
asumistuki	1	2	3	4	5	
Opintotuki						
opintoraha	1	2	3	4	5	
opintolaina	1	2	3	4	5	
Toimeentulotuki						
toimeentulotuki	1	2	3	4	5	
ehkäisevä toimeentulotuki	1	2	3	4	5	

6. Millainen ongelma arvionne mukaan on sosiaaliturvan taloudellisten etuuksien väärinkäyttö toiminta-alueellanne?

pieni 1 2 3 4 5 **suuri**

Millä sosiaaliturvajärjestelmän osa-alueilla väärinkäytökset ovat mielestänne yleisimpiä?

7. Millaiseksi arvioitte seuraavien tahojen tämän hetkisen merkityksen kansalaisten tarvitseman avun tai tuen tuottamisessa?

	pieni				suuri
Perhe ja lähisukulaiset	1	2	3	4	5
Muut sukulaiset	1	2	3	4	5
Ystävät	1	2	3	4	5
Naapurit	1	2	3	4	5
Järjestöjen vapaaehtoisminta	1	2	3	4	5
Järjestöjen palvelut	1	2	3	4	5
Seurakuntien palvelut	1	2	3	4	5
Yksityiset sosiaali- ja terveystalvet	1	2	3	4	5
Kunnan sosiaalitoimen talvet	1	2	3	4	5
Kunnan terveystoimen talvet	1	2	3	4	5
Kansaneläkelaitoksen talvet	1	2	3	4	5
Työvoimapalvet	1	2	3	4	5
Sosiaali- ja terveystalvet:					
<input type="checkbox"/> Kuntayhtymien tuottamat	1	2	3	4	5
<input type="checkbox"/> Kunnan ja valtion yhdessä tuottamat	1	2	3	4	5
<input type="checkbox"/> Julkisen sektorin ja järjestöjen yhdessä tuottamat	1	2	3	4	5

II Tietoja voimavaroista ja palvelujen toimivuudesta

8. Jos ajattelemme, että Suomen kunnat jaettaisiin sosiaalis-taloudellisen tilanteensa perusteella **pulmakuntiin**, **tienhaarakuntiin** ja **etenijäkuntiin**, mihin ryhmään katsoisitte toiminta-alueenne ja toimistonne sijaintikunnan kuuluvan? Arvioikaa ensin toimistonne koko toiminta-alueen ja sitten toimistonne sijaintikunnan sijoittuminen tällä ulottuvuudella.

- 1 = **Pulmakunta** Näiden kuntien sosiaaliin ja taloudellisiin ongelmiin ratkaisujen löytäminen on vaikeaa.
- 2 = **Tienhaarakunta** Näiden kuntien tilanteessa on sekä selviä ongelmia että ratkaisun mahdollisuuksia.
- 3 = **Etenijäkunta** Näiden kuntien sosiaalinen ja taloudellinen tilanne on vallitsevaan tilanteeseen nähden hyvä.

1 2 3 koko toiminta-alueemme

1 2 3 toimiston sijaintikunta _____

9. Arvioikaan terveyskeskuksenne kokonaishenkilöstömäärän muutosta.

Vuonna 1999

- 1 henkilöstömäärä väheni
- 2 henkilöstömäärä pysyi ennallaan
- 3 henkilöstömäärä kasvoi

Arvio vuodelle 2000

- 1 henkilöstömäärä vähenee
- 2 henkilöstömäärä pysyy ennallaan
- 3 henkilöstömäärä kasvaa

10. Millaiset ovat terveyskeskuksenne työntekijöiden vallitsevat tunnelmat vuoden 2000 alussa?

huolestuneet 1 2 3 4 5 **toiveikkaat**

11. Kuinka arvioitte odotettavissa olevien henkilöstöressurssien riittävän kaikkien terveyskeskuksenne tehtävien hoitamiseen?

huonosti 1 2 3 4 5 **hyvin**

12. Miten organisaatiossanne on kyetty huolehtimaan työntekijöiden ammatillisesta osaamisesta ja sen kehittamisestä?

huonosti 1 2 3 4 5 **hyvin**

13. Kuinka toiminta-alueellanne voidaan arvionne mukaan **turvata kansalaisten tarvitsemat palvelut** kuntien nykyisillä voimavaroilla?

	huonosti					hyvin
	1	2	3	4	5	
Terveyspalvelut	1	2	3	4	5	
Sosiaalipalvelut	1	2	3	4	5	
Yleissivistävät koulutuspalvelut	1	2	3	4	5	
Ammatilliset ja muut koulutuspalvelut	1	2	3	4	5	
Kulttuuri- ja vapaa-ajanpalvelut	1	2	3	4	5	
Liikuntapalvelut	1	2	3	4	5	
Tekniset ja ympäristöpalvelut	1	2	3	4	5	
Elinkeinopalvelut	1	2	3	4	5	

14. Millainen on seuraavien palvelujen **toimivuus toiminta-alueellanne?** Arvioikaa myös palvelutarjonnassa vuonna 1999 tapahtuneet **määrälliset muutokset** kaikista mainituista palveluista. Pyydämme teitä arvioimaan kaikkia palveluja, myös mahdollisia ostopalveluja.

**PALVELUTARJONNAN
MUUTOKSET**

PALVELUJEN TOIMIVUUS

X=en tunne palvelua				Kunnan sosiaalipalvelut	PALVELUJEN TOIMIVUUS				
vähennetty	lisätty				huono				hyvä
X	1	2	3		1	2	3	4	5
X	1	2	3	neuvonta ja ohjaus	1	2	3	4	5
X	1	2	3	lasten päivähoitopalvelut	1	2	3	4	5
X	1	2	3	lapsiperheiden kotipalvelut	1	2	3	4	5
X	1	2	3	kasvatus- ja perheneuvonta	1	2	3	4	5
X	1	2	3	lastensuojelutyö	1	2	3	4	5
X	1	2	3	vanhusten kotipalvelut	1	2	3	4	5
X	1	2	3	vanhusten palveluasuminen	1	2	3	4	5
X	1	2	3	vanhusten laitospalvelut	1	2	3	4	5
X	1	2	3	A-klinikkapalvelut	1	2	3	4	5
X	1	2	3	päihdehuollon kuntoutus- ja asumispalvelut	1	2	3	4	5
X	1	2	3	päihdehuollon laitoshoido	1	2	3	4	5
X	1	2	3	toimeentulotuki	1	2	3	4	5
X	1	2	3	sosiaalityö	1	2	3	4	5
X	1	2	3	kriisipalvelut	1	2	3	4	5
X	1	2	3	vammaispalvelut	1	2	3	4	5
X	1	2	3	palvelut maahanmuuttajille	1	2	3	4	5
X	1	2	3	velkaneuvonta	1	2	3	4	5
				Kunnan terveystpalvelut					
X	1	2	3	neuvonta ja ohjaus	1	2	3	4	5
X	1	2	3	yleislääkäripalvelut	1	2	3	4	5
X	1	2	3	erikoislääkäripalvelut	1	2	3	4	5
X	1	2	3	terveyden- ja sairaanhoitajan vastaanotto	1	2	3	4	5
X	1	2	3	äitiys- ja lastenneuvola	1	2	3	4	5
X	1	2	3	kotisairaanhoito	1	2	3	4	5
X	1	2	3	kouluterveydenhuolto	1	2	3	4	5
X	1	2	3	opiskelijaterveydenhuolto	1	2	3	4	5
X	1	2	3	perusterveydenhuollon laitoshoido	1	2	3	4	5
X	1	2	3	erikoissairaanhoidon laitoshoido	1	2	3	4	5
X	1	2	3	terveyskeskussairaalahoito	1	2	3	4	5
X	1	2	3	työterveyshuolto	1	2	3	4	5
X	1	2	3	laboratorio- ja radiologiset tutkimukset	1	2	3	4	5
X	1	2	3	fysioterapia	1	2	3	4	5
X	1	2	3	hammashuolto	1	2	3	4	5
X	1	2	3	psykiatrinen avohoito	1	2	3	4	5
X	1	2	3	psykiatrinen laitoshoido	1	2	3	4	5

16. Mistä olette tällä hetkellä terveyskeskuksenne johtavana työntekijänä

a. huolestunein _____

b. tyytyväisin _____

17. Millainen on muuttoliikkeen vaikutus toiminta-alueellanne?

pieni 1 2 3 4 5 **suuri**

kielteinen 1 2 3 4 5 **myönteinen**

Millaisia haittoja tai hyötyjä muuttoliikkeestä seuraa toiminta-alueellenne?

18. Kuinka suuri **merkitys kolmannella sektorilla** (järjestöt, yhdistykset, säätiöt, seurakunnat ja muu kansalaistoiminta) on tällä hetkellä toiminta-alueellanne seuraavissa asioissa?

	pieni				suuri
Osallistumismahdollisuuksien takaaminen	1	2	3	4	5
Järjestöjen palvelutoiminta	1	2	3	4	5
Samassa asemassa olevien ihmisten keskinäinen tuki (vertaistuki)	1	2	3	4	5
Sosiaalipalvelujen osana toimiminen	1	2	3	4	5
Terveyspalvelujen osana toimiminen	1	2	3	4	5
Työllisyyden ylläpito	1	2	3	4	5
Toimeentulon turvaaminen	1	2	3	4	5
Harrastus- ja virkistystoiminta	1	2	3	4	5

IV Kansalaisten sosiaaliset oikeudet

Lopuksi tarkastellaan kansalaisten sosiaalisten oikeuksien toteutumista sosiaalisten oikeuksien näkökulmasta.

*Perustuslakiin on kirjattu sosiaalisia oikeuksia koskevat periaatteet: Jokaisella, joka ei kykene hankkimaan ihmisarvoisen elämän edellyttämää turvaa, on oikeus välttämättömään toimeentuloon ja huolenpitoon. Lailla taataan jokaiselle oikeus **perustoimeentulon turvaan** työttömyyden, sairauden, työkyvyttömyyden ja vanhuuden aikana sekä lapsen syntymän ja huoltajan menetyksen perusteella. **Huolenpidolla** tässä tarkoitetaan lähinnä riittäviä sosiaali- ja terveystalvveluja. Erikseen laissa on nostettu esiin väestön terveyden edistäminen, lapsen kasvun ja kehityksen tukeminen sekä jokaisen kansalaisen oikeus asuntoon.*

19. Kuinka hyvin mielestänne seuraavat sosiaaliset oikeudet toteutuvat toiminta-alueellanne?

	huonosti					hyvin				
	1	2	3	4	5	1	2	3	4	5
Perustoimeentuloturva										
Riittävät sosiaali- ja terveystalvvelut										

20. Miten toiminta-alueenne kansalaisten sosiaaliset oikeudet kyetään mielestänne turvaamaan?

huonosti 1 2 3 4 5 hyvin

Mikäli sosiaaliset oikeudet eivät toteudu toiminta-alueellanne kaikilta osin, missä määrin seuraavat tekijät vaikuttavat niiden toteutumattomuuteen?

	vähän					paljon				
	1	2	3	4	5	1	2	3	4	5
Taloudellisten voimavarojen niukkuus										
Oikeuksien epäselvyys										
Oikeuksien toteuttamiskeinojen riittämättömyys										

21. Miten käsityksenne mukaan voitaisiin edesauttaa sosiaalisten oikeuksien toteutumista?

22. Seuraava kysymys liittyy subjektiivisiin oikeuksiin. Subjektiivisilla oikeuksilla tarkoitetaan yleensä niitä etuuksia, joiden myöntämiseen ei liity tarveharkintaa. Mitä mielestänne pitäisi sisältyä kansalaisten subjektiivisiin oikeuksiin?

Pyydämme Teitä vielä vastaamaan kahteen kysymykseen kansalaisten oikeusturvasta ja sen toteutumisesta yleensä.

23. Miten arvioitte mukaan toiminta-alueenne kansalaisten **oikeusturva** toteutuu kokonaisuudessaan tällä hetkellä?

huonosti 1 2 3 4 5 **hyvin**

24. Millaiseksi arvioitte tällä hetkellä toiminta-alueenne kansalaisten **oikeuspalveluiden saatavuuden** seuraavien palvelujärjestelmien osalta?

	huono					hyvä
Yksityiset asianajopalvelut	1	2	3	4	5	5
Kunnallinen oikeusapu	1	2	3	4	5	5
Potilasasiamiespalvelut	1	2	3	4	5	5

25. Millaiseksi arvioitte **sosiaaliasiamiespalvelujen** tarpeellisuuden toiminta-alueenne kansalaisten kannalta?

pieni 1 2 3 4 5 **suuri**

Kiitos vastauksestanne!

Sosiaalibarometri 2000 -kyselyn tulokset julkaistaan 22.3.2000. Jotta myös Teidän vastauksenne ehtisi mukaan raporttiin, pyydämme Teitä vastaamaan mahdollisimman pikaisesti. Toivomme, että palautatte kyselyn **viimeistään 10. tammikuuta 2000**.

Palautusosoite: Sosiaalibarometri 2000
 Sosiaali- ja terveysturvan keskusliitto ry
 Kotkankatu 9
 00510 Helsinki

